

MC311 Data Summary

January 14, 2014

Data from 12/29/2013 – 1/11/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	FIN	Discuss Property Tax Bill	1154	930	136	88	86	84	53
2	DEP	22 Gallon Bin Drop-Off	1130	526	227	289	82	291	224
3	DEP	Bulk Trash Pick-Up	692	776	208	18	36	189	225
4	DPS	Schedule DPS Inspections	553	695	61	10	9	24	29
5	DEP	Scrap Metal Pick-Up	505	497	134	69	29	129	140
6	DEP	22 Gallon Bin Pick-Up	350	175	83	64	31	82	83
7	—	MANNA Food Center Referral	195	259	4	27	27	62	36
8	DEP	Cart Repair (Paper Recycling)	186	69	63	16	11	43	53
9	DHCA	Landlord Tenant Issues	180	127	26	34	20	32	34
10	DEP	Field Check for Solid Waste Services	162	128	26	26	7	49	45
11	DEP	Unacceptable for Collection	130	115	26	2	15	38	48
12	DHCA	Housing Complaints	130	108	16	26	13	25	37
13	DPS	Permit, Plan Review or Inspection Status	125	142	36	9	9	9	7
14	DOT	Pothole Repair	118	123	35	8	9	30	27
15	POL	Dead Animal Along the Roadway	116	136	32	22	18	20	16

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info,	2765	2593
2	DOT	Ride On Trip Planning	406	474
3	PIO	MCG Employee Directory Assistance	305	199
4	DPS	DPS Building Inspector Contact Info.	283	325
5	DEP	How To Recycle/Dispose of Solid Waste	268	106
6	FIN	Tax Payment Methods	198	242
7	DEP	Holiday Schedule for Trash & Recycling	184	197
8	—	Non-MCG Directory Assistance	175	172
9	POL	Police Department Information	148	105
10	HHS	Health Care Reform	143	253
11	DEP	Transfer Station Questions	142	124
12	FIN	Information Printed on the Tax Bill	128	124
13	DPS	DPS Location and Hours of Operation	124	121
14	—	WSSC	122	49
15	FIN	Personal Property Tax Billing	107	110

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours*	--	Abandoned call rate (target: <5%)	1.80%**	Average seconds to answer (target: <20)	15.8**
Total requests (inc. phone, web, walk-in)	18,869			Average call duration, seconds (target: <240)	224

*Data on the number of calls received for the week of January 5th are not available; 7,465 calls were received the week of December 29th

** Data on the abandoned call rate and seconds to answer are for the week of December 29th; data for the week of January 5th are not available

MC311 Request Trends 12/29/2013 – 1/11/2014

- The number of requests for 22 gallon bins, which are used for glass, metal and plastic recycling, increased to 1,130 during this two-week period, from 526 similar requests made during the previous period; an average of 700 requests were made every two weeks over the previous 12 months.
- Additionally, the number of requests for pick-ups of damaged or unused 22 gallon bins during this two week period doubled from the previous period, to 350 from 175 requests.
- 186 repair requests for paper recycling carts were made during this two-week period, compared with an average of 93 similar requests made every two weeks during 2013.
- Individuals made 122 requests related to WSSC during this two-week period; on average, 39 similar requests were made every two weeks over the previous 12 months.
- MC311 received 88 requests regarding salt and sanding for icy streets during this two-week period, compared with 6 similar requests made during the previous period.

MC311 Spotlight: DOT Highway Services

Between November 2012 and October 2013, DOT's Division of Highway Services received over 10,000 MC311 requests. 83% of these requests met the SLA (Service-Level Agreement), which is the standard for the maximum number of days it should take to close the request. The table below shows the top 15 most popular service requests made by the public and the percentages of those requests that met the SLA.

Top 15 Service Requests for DOT's Division of Highway Services, November 2012 – October 2013*

Topic	SLA (days)	#	% Requests Meeting SLA Standard
Pothole Repair	3	1,967	78%
Road Repair	15	1,204	82%
Tree or Limb Fallen on Ground (Non Emergency)	5	1,078	92%
Debris Pickup	10	562	98%
Clogged Storm Drain	3	551	49%
Sidewalk Repair	45	452	80%
Street Drainage Repair	45	380	79%
Tree or Limb Down Blocking Roadway (Emergency)	1	326	71%
Mowing	10	243	91%
Curb and Gutter Repair	60	215	79%
Sinkhole Repair	5	214	79%
Erosion Repair	30	152	74%
Litter Pickup	10	95	97%
Grass Damage from Snow Event	90	94	99%
Grass Damage from Non-Snow Events	90	90	99%

* Includes requests that were opened during this time period; some requests may have been closed after October, as certain requests are expected to take up to three months to close.

MC311 Data Summary

January 28, 2014

Data from 1/12/2014 – 1/25/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	22 Gallon Bin Drop-Off	1188	1130	239	334	111	253	226
2	DEP	Bulk Trash Pick-Up	647	692	197	27	37	172	180
3	FIN	Discuss Property Tax Bill	604	1154	70	51	48	40	36
4	DPS	Schedule DPS Inspections	601	553	74	32	12	25	24
5	DEP	Scrap Metal Pick-Up	516	505	135	74	26	121	136
6	DEP	22 Gallon Bin Pick-up	362	350	89	87	27	71	73
7	DOT	Pothole Repair	265	118	102	11	23	64	57
8	—	MANNA Food Center Referral	212	195	2	39	28	44	41
9	DHCA	Landlord Tenant Issues	194	180	22	36	17	36	43
10	DEP	Cart Repair (Paper Recycling)	168	186	50	23	18	31	42
11	DPS	Permit, Plan Review or Inspection Status	163	125	34	13	11	16	18
12	DEP	Field Check for Solid Waste Services	158	162	30	26	12	45	44
13	DEP	35 Gallon Cart Drop-Off	154	106	12	72	16	25	25
14	DHCA	Housing Complaints	149	130	11	24	9	50	35
15	DEP	65 Gallon Cart Drop-Off	136	79	39	30	11	35	21

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3113	2765
2	DOT	Ride On Trip Planning	582	406
3	DEP	Holiday Schedule for Trash & Recycling	530	184
4	PIO	MCG Employee Directory Assistance	318	305
5	DPS	DPS Building Inspector Contact Info.	315	283
6	DEP	How To Recycle/Dispose of Solid Waste	211	268
7	DOT	Ride On Inclement Weather Hours	196	23
8	—	Non-MCG Directory Assistance	171	175
9	DEP	Curbside Recycling Program Questions	161	103
10	DEP	Transfer Station Questions	155	142
11	POL	Police Department Information	140	148
12	DPS	DPS Location and Hours of Operation	134	124
13	—	Washington DC 311	120	84
14	HHS	Health Care Reform	113	143
15	MCPL	Library Information and Ask-A-Librarian	98	80

*Location data are not consistently available for all requests

Call Center Performance

Calls and Requests		Abandoned Calls	Call Times
Total calls received during call center hours*	--	Abandoned call rate (target: <5%) 2.89%**	Average seconds to answer (target: <20) 14.6**
Total requests (inc. phone, web, walk-in)	20,091		Average call duration, seconds (target: <240) 212

*Data on the number of calls received for the week of January 12th are not available; 7,725 calls were received the week of January 19th

** Data on the abandoned call rate and seconds to answer are for the week of January 19th; data for the week of January 12th are not available

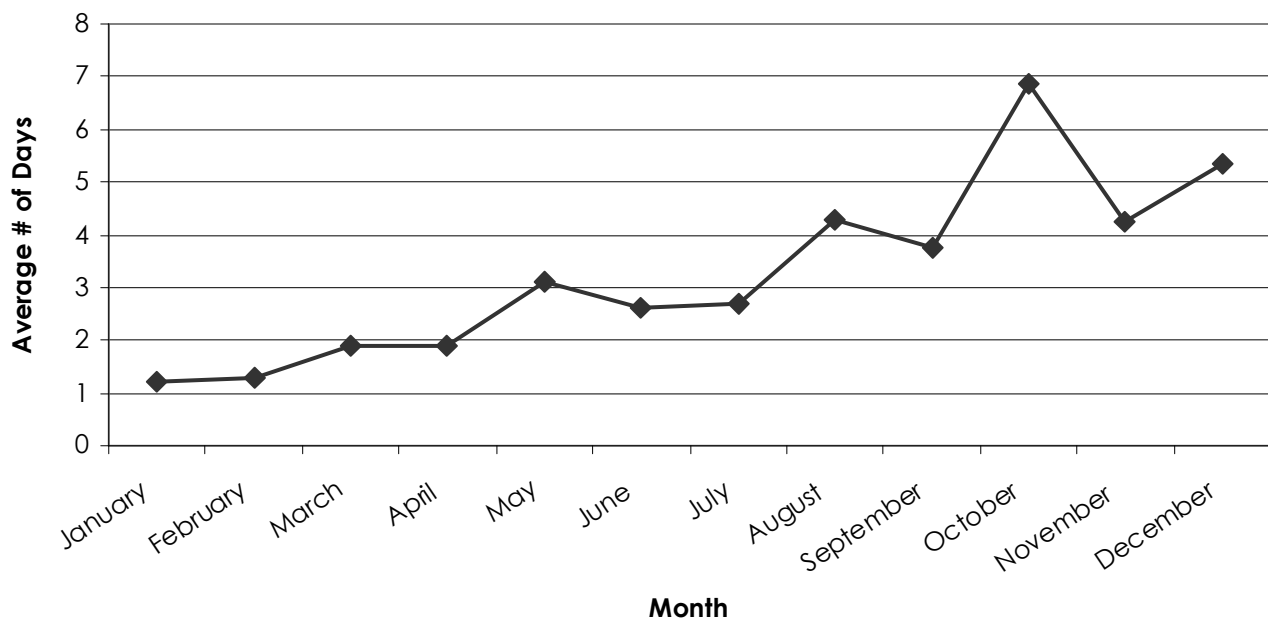
MC311 Request Trends 1/12/2014 – 1/25/2014

- Individuals made 265 requests for pothole repair during this two-week period, which is more than double the number of similar requests made during any other two-week period since January of 2013.
- During this two-week period, MC311 received 126 reports of unplowed/missed streets and 87 requests for salt or sanding on icy streets. During the previous period, individuals made 22 requests regarding unplowed/missed streets and 88 requests for salt or sanding on icy streets.
- MC311 received 56 calls regarding filing a claim against the County during this two-week period. These calls are handled by the Department of Finance's Division of Risk Management and typically involve scenarios such as an individual being injured on County property or damage caused by County vehicles, County trees falling or potholes on County roads. The average number of similar calls received every two weeks over the past year was 19.

MC311 Spotlight: Streetlights

During calendar year 2013, MC311 received 1,709 requests regarding streetlight outages and malfunctions. The service-level agreement (SLA), which is the standard for the maximum length of time it should take to close the request, is 5 days. The chart below shows that the average number of days it took to close these requests each month increased over the course of the calendar year, and this average exceeded 5 days in October and December.

Average Days to Close Requests Regarding Streetlight Outages and Malfunctions, 2013



MC311 Data Summary

February 11, 2014

Data from 1/26/2014 – 2/8/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	22 Gallon Bin Drop-Off	794	1188	156	235	61	166	142
2	DEP	Bulk Trash Pick-Up	697	647	214	27	53	194	178
3	DPS	Schedule DPS Inspections	671	601	87	20	13	30	26
4	FIN	Discuss Property Tax Bill	669	604	81	74	49	48	40
5	DEP	Scrap Metal Pick-Up	461	516	132	56	26	106	128
6	DEP	22 Gallon Bin Pick-up	296	362	79	70	22	55	59
7	—	MANNA Food Center Referral	284	212	3	39	71	77	45
8	DHCA	Housing Complaints	234	149	30	33	18	68	59
9	DOT	Pothole Repair	230	265	60	12	24	74	48
10	DHCA	Landlord Tenant Issues	214	194	36	35	18	40	49
11	DEP	Cart Repair (Paper Recycling)	164	168	52	16	13	39	41
12	DPS	Permit, Plan Review or Inspection Status	147	163	50	6	3	13	20
13	DEP	Field Check for Solid Waste Services	138	158	29	23	12	38	33
14	POL	Dead Animal Along the Roadway	133	133	29	29	13	29	15
15	DOT	Ride On Complaint - Driver Behavior	129	112	2	0	3	1	3

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2986	3113
2	DOT	Ride On Trip Planning	524	582
3	PIO	MCG Employee Directory Assistance	360	318
4	DPS	DPS Building Inspector Contact Info.	286	315
5	DEP	How To Recycle/Dispose of Solid Waste	201	211
6	—	Non-MCG Directory Assistance	187	171
7	HHS	Health Care Reform	158	113
8	POL	Police Department Info.	151	140
9	—	Washington DC 311	125	120
10	DEP	Transfer Station Questions	105	155
11	MCPL	MCPL Hours and Locations / Ask-A-Librarian	105	98
12	DEP	Curbside Recycling Questions	103	161
13	—	MCPS Call Center	100	59
14	DPS	DPS Location and Hours	99	134
15	FIN	Department of Finance Info,	89	47

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	17,418	Abandoned call rate (target: <5%)	1.75%	Average seconds to answer (target: <20)	11.9
Total requests (inc. phone, web, walk-in)	20,091			Average call duration, seconds (target: <240)	230

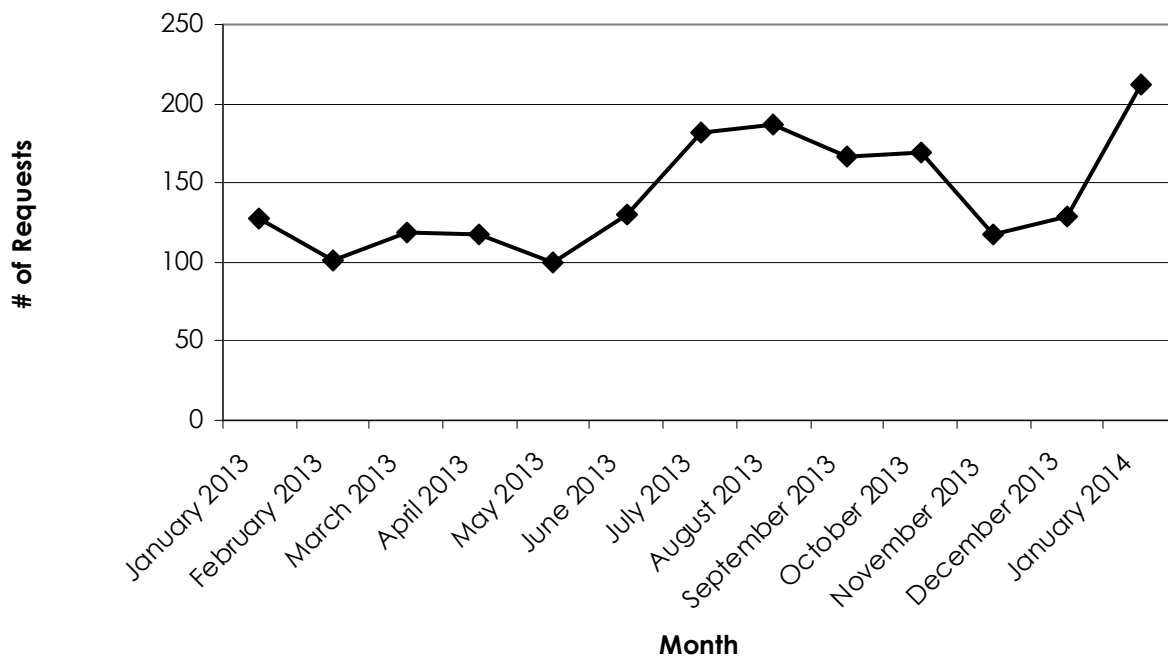
MC311 Request Trends 1/26/2014 – 2/8/2014

- Individuals made 100 calls to MC311 that were referred to the MCPS call center during this two-week period, compared with 59 similar calls in the previous period. Over the past year, MC311 received 44 similar calls on average every two weeks.
- MC311 logged 234 housing complaints during this two-week period, which represents a 57% increase from the previous period. During 2013, the average number of bi-weekly housing complaints was 165.
- MC311 received at least 194 calls related to income taxes during this two-week period, including 56 requests for free income tax assistance, 55 questions from employees regarding their W-2 forms, 53 questions from retirees regarding their 1099-R forms, and 30 requests regarding issues with 1099-M forms.
- 87 calls received by MC311 were related to the WSSC during this two-week period, compared with 60 similar calls received during the previous period. During 2013, the average number of requests for the WSSC was 39 every two weeks.

MC311 Spotlight: Library Information

During 2013, Montgomery County Public Libraries received about 1,700 MC311 requests, of which 97% were categorized as "Library - Branch Hours and Location, Ask-A-Librarian". MC311 representatives receiving questions about libraries or reference questions are instructed to refer callers to the MCPL website or to MCPL's Ask-A-Librarian telephone number. The chart below shows that, during this past January, MC311 received more requests for library information than in any other month over the past year.

Montgomery County Public Libraries Information Requests



MC311 Data Summary

February 25, 2014

Data from 2/9/2014 – 2/22/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DOT	Unplowed or Missed Street	1170	4	40	38	23	61	28
2	DEP	22 Gallon Bin Drop-Off	773	794	174	179	72	169	144
3	DPS	Schedule DPS Inspections	526	671	63	18	13	20	24
4	DEP	Bulk Trash Pick-Up	521	697	155	20	27	130	151
5	FIN	Discuss Property Tax Bill	473	669	51	50	41	33	36
6	DEP	Scrap Metal Pick-Up	310	461	101	41	15	63	72
7	DHCA	Unshoveled Sidewalk	308	43	64	37	7	74	53
8	DOT	Pothole Repair	306	230	94	22	19	79	76
9	DEP	22 Gallon Bin Pick-up	239	296	69	45	16	47	53
10	DHCA	Housing Complaints	233	234	43	39	10	85	50
11	DOT	Snow Plow Blocked Driveway	198	0	40	28	10	42	27
12	DHCA	Landlord Tenant Issues	152	214	25	30	10	32	21
13	DOT	Mailbox Damaged by Snow Plow	144	10	10	28	10	65	23
14	—	MANNA Food Center Referral	144	284	5	17	32	53	26
15	DEP	Cart Repair (Paper Recycling)	115	164	35	11	9	23	35

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3019	2986
2	DEP	Holiday Schedule for Trash & Recycling	921	9
3	DOT	Ride On Inclement Weather Hours	733	10
4	DOT	Ride On "S" Plan Implementation	550	1
5	DOT	Plowing of County Streets	496	1
6	DOT	Ride On Trip Planning	488	524
7	DOT	Time to Finish Plowing All Streets	410	0
8	DOT	Snow Plow Timeline	387	0
9	PIO	County Offices Closed	322	19
10	PIO	MCG Employee Directory Assistance	282	360
11	DOT	Order of Snow Clearing After Snowfall	265	0
12	DEP	Recycling/Refuse Collection Day	264	58
13	DPS	DPS Building Inspector Contact Info.	250	286
14	DEP	Curbside Recycling Questions	188	103
15	—	Non-MCG Directory Assistance	187	187

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	20,916	Abandoned call rate (target: <5%)	3.56%	Average seconds to answer (target: <20)	29.1
Total requests (inc. phone, web, walk-in)	22,321			Average call duration, seconds (target: <240)	204

MC311 Request Trends 2/9/2014 – 2/22/2014

- On February 14th (following the recent snow event) MC311 received over 3,600 calls during call center hours, which represents more calls than were received on any other day over the past year; the average number of calls received per business day over the past year was 1,950.
- Call center wait times and abandoned call rates exceeded target maximums on February 14th and February 18th: on February 14th, the average call wait time was 2.5 minutes, and almost 17% of all calls were abandoned.
- Individuals made about 5,000 snow-related service and information requests (including requests regarding Ride-On schedule changes), which represents about 22% of all requests received during this two-week period.
- The number of Manna Food Center referral requests decreased from 284 requests during the previous period to 144 during this two-week period; MC311 received an average of 237 similar requests every two weeks over the past year.
- Residents made 310 pothole repair requests during this two-week period, which is a new high; numbers of pothole repair requests have increased substantially since December.

MC311 Spotlight: Snow Removal

As of February 22, 2014, MC311 has received 3,800 requests for DOT regarding snow removal during 2014. Over half of these requests were made on February 14, 2014. In contrast, during all of 2013, MC311 received a total of 183 snow removal requests. The table below shows the 15 dates since January 1, 2013 with the most snow removal requests. 85% of all snow removal requests made during this period were classified as general information requests.

Top 15 Days with the Most Snow Removal Requests, January 1, 2013 – February 21, 2014

Rank	Date	General Information	Service Requests	Total
1	February 14, 2014	1955	126	2081
2	February 13, 2014	898	42	940
3	January 22, 2014	125	68	193
4	February 18, 2014	51	75	126
5	January 3, 2014	44	61	105
6	January 21, 2014	39	13	52
7	January 23, 2014	6	44	50
8	February 19, 2014	14	29	43
9	February 20, 2014	18	22	40
10	January 24, 2013	8	18	26
11	January 25, 2013	9	17	26
12	December 10, 2013	14	7	21
13	January 24, 2014	3	17	20
14	January 27, 2014	5	12	17
15	February 1, 2013	5	12	17

MC311 During Major Weather Events

During and after major weather events, residents call MC311 to obtain information, such as details on Ride On schedule changes, and request services, such as snow removal. The table below shows MC311 call volumes and call center performance measures for the June 2012 Derecho and the February 2014 snow event.

MC311 Call Center Performance During June 2012 Derecho and February 2014 Snow Event

Date	Day	# Calls During Call Center Hours	# Calls During 24 Hours*	Average Seconds to Answer	% Calls Abandoned	# Available 311 Representatives
June 2012 Derecho						
6/29/2012	Friday	1,664	2,778	10	1.32%	35
6/30/2012	Saturday	299	1,542	136	24.75%	15
7/1/2012	Sunday	1,118	1,708	32	7.96%	12
7/2/2012	Monday	3,407	5,513	212	26.03%	40
7/3/2012	Tuesday	2,367	4,061	49	7.86%	35
February 2014 Snow Event						
2/13/2014	Thursday	2,794	4,041	16	2.36%	27
2/14/2014	Friday	3,616	7,012	149	16.65%	33
2/15/2014	Saturday	Call center closed	1,032	--	--	--
2/16/2014	Sunday	Call center closed	496	--	--	--
2/17/2014	Monday	Call center closed*	2,297	--	--	--
2/18/2014	Tuesday	2,880	3,695	51	6.32%	37

*This column includes all calls received by MC311 on that date, including those received outside of call center hours. From February 13th to February 18th, 2014, individuals made total of 10,133 calls outside of call center hours, including 3,825 calls over the three-day weekend.

** February 17, 2014 was President's Day, an official County holiday.

Call wait times can vary over the course of a day. The table below shows call center data for February 14, 2014, for the hours of the day with the highest call wait times (seconds to answer). During the 11:00 am hour, it took an average of 2,121 seconds, or approximately 35 minutes, to answer calls, and 73% of calls received during that hour were abandoned.

MC311 Call Center Performance by Hour, February 14, 2014

Rank	Hour of the Day	# Calls	Average Seconds to Answer	Abandoned call rate
1	11:00 AM	103	2,121	73%
2	7:00 AM	476	582	45%
3	8:00 AM	290	477	37%
4	10:00 AM	48	389	8%
5	6:00 AM	260	245	30%
6	3:00 PM	426	70	10%
7	12:00 PM	350	52	7%
8	5:00 PM	168	51	11%
9	5:00 AM	104	51	7%
10	6:00 PM	129	50	7%

*Data were unavailable for the 9:00 AM hour

MC311 Data Summary

March 25, 2014

Data from 3/9/2014 – 3/22/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	FIN	Discuss Property Tax Bill	1007	531	137	73	75	76	66
2	DEP	22 Gallon Bin Delivery	988	800	226	256	59	245	188
3	DEP	Bulk Trash Pick-Up	797	641	244	38	47	218	230
4	DPS	Schedule DPS Inspections	773	692	93	29	20	34	39
5	FIN	Property Tax Delinquent Notice	642	7	109	53	68	47	47
6	DEP	Scrap Metal Pick-Up	593	419	168	73	30	152	162
7	DEP	22 Gallon Bin Pick-up	323	290	100	69	21	73	58
8	DOT	Pothole Repair	265	310	62	28	18	70	76
9	DHCA	Landlord Tenant Issues	235	185	19	45	15	18	37
10	DPS	Permit, Plan Review or Inspection Status	174	175	37	16	6	16	25
11	DEP	Unacceptable for Collection	167	51	23	1	27	57	59
12	DEP	Cart Repair (Paper Recycling)	161	150	57	17	10	35	40
13	POL	Dead Animal Along the Roadway	151	125	21	40	29	29	16
14	DHCA	Housing Complaints	148	194	20	25	9	40	40
15	DEP	Field Check for Solid Waste Services	139	121	35	18	9	37	36

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2809	3491
2	DOT	Ride On Trip Planning	697	571
3	DOT	Ride On Inclement Weather Hours	582	1092
4	DPS	DPS Building Inspector Contact Info.	340	301
5	PIO	MCG Employee Directory Assistance	293	349
6	DEP	Recycling/Refuse Collection Day	269	389
7	HHS	Health Care Reform	205	167
8	DEP	Holiday Schedule for Trash & Recycling	194	487
9	DEP	Curbside Recycling Questions	192	139
10	—	Non-MCG Directory Assistance	192	184
11	DEP	How To Recycle/Dispose of Solid Waste	176	138
12	POL	Police Department Information	171	127
13	FIN	Tax Payment Methods	124	59
14	FIN	Information Printed on the Tax Bill	119	58
15	—	Business License Application or Renewal	118	21

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	20,699	Abandoned call rate (target: <5%)	5.68%	Average seconds to answer (target: <20)*	82.9
Total requests (inc. phone, web, walk-in)	22,150			Average call duration, seconds (target: <240)	221

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

MC311 Request Trends 3/9/2014 – 3/22/2014

- The call center significantly exceeded the target maximums for abandoned call rates (5%) and average speed to answer (20 seconds) on each the four days from Monday, March 17th through Thursday, March 20th. In particular, on March 18th, 18.5% of calls were abandoned and the average speed to answer was 250 seconds (4 minutes). On March 16-17, the County received up to 10 inches of snow.
- MC311 received 20 calls regarding unplowed or missed streets during this two-week period; during the previous period and the period before that, 75 and 1,170 similar calls were received, respectively.
- Individuals made 98 requests regarding grass damage from a snow event during this two-week period, compared with 54 similar requests during the previous period and 27 during the two-week period before that.

MC311 Spotlight: Call Center

During the majority of MC311 operational days over the past two years, the MC311 call center met performance targets for the abandoned call rate (less than 5%) and the speed to answer or call wait time (less than 20 seconds). From March 18, 2012 to March 22, 2014, the average abandoned call rate exceeded 5% on 25 days (6.5% of all operational days). Additionally, the average seconds to answer exceeded the 20 second target maximum on 84 days (16% of all days). During this most recent two-week period, the call center exceeded these target maximums on four days. The table below displays detailed call center data for the two-week period.

Call Center Performance, March 10 – 21, 2014

Date	Day	Total Queued Calls	Abandoned Call Rate	Available Representatives	Average Seconds to Answer	Average Call Time (seconds)
3/10/2014	Monday	2,186	2.65%	34	22.9	232
3/11/2014	Tuesday	1,821	1.48%	35	11.9	226
3/12/2014	Wednesday	1,854	2.43%	34	14.4	226
3/13/2014	Thursday	1,860	2.42%	34	17.2	230
3/14/2014	Friday	1,692	2.13%	33	16.3	223
Total/Average for Week 1		9,413	2.22%		16.5	227
3/16/2014	Sunday	35	2.86%	7	7.7	121
3/17/2014	Monday	2,918	11.17%	35	64.9	168
3/18/2014	Tuesday	2,446	18.52%	36	250.2	260
3/19/2014	Wednesday	2,173	8.84%	35	88.8	243
3/20/2014	Thursday	1,808	7.69%	34	69.1	283
3/21/2014	Friday	1,906	2.31%	34	16.6	226
Total/Average for Week 2		11,286	8.56%		82.9	217

MC311 Data Summary

April 8, 2014

Data from 3/23/2014 – 4/5/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	980	797	303	23	53	301	283
2	DPS	Schedule DPS Inspections	977	773	103	37	17	33	43
3	DEP	22 Gallon Bin Delivery	942	988	206	248	60	241	175
4	FIN	Discuss Property Tax Bill	888	1007	100	64	76	49	69
5	DEP	Scrap Metal Pick-Up	770	593	227	81	34	217	201
6	DOT	Pothole Repair	716	265	218	65	53	154	212
7	DEP	22 Gallon Bin Pick-up	339	323	95	62	30	76	72
8	FIN	Property Tax Delinquent Notice	317	642	51	34	34	26	24
9	DHCA	Landlord Tenant Issues	281	235	28	48	16	37	38
10	DPS	Permit, Plan Review or Inspection Status	237	174	53	20	4	16	26
11	DHCA	Housing Complaints	202	148	21	44	11	59	53
12	DEP	Unacceptable for Collection	169	167	36	3	17	64	49
13	DEP	Field Check for Solid Waste Services	154	139	36	20	7	47	38
14	—	MANNA Food Center Referral	149	137	3	29	29	55	25
15	DEP	Cart Repair (Paper Recycling)	143	161	47	11	6	36	41

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2943	2809
2	DOT	Ride On Trip Planning	549	697
3	HHS	Health Care Reform	376	205
4	DPS	DPS Building Inspector Contact Info.	370	340
5	PIO	MCG Employee Directory Assistance	320	293
6	—	Non-MCG Directory Assistance	229	192
7	—	Business License Application or Renewal	218	118
8	DEP	How To Recycle/Dispose of Solid Waste	209	176
9	DPS	DPS Location and Hours of Operation	175	112
10	FIN	Tax Payment Methods	135	124
11	—	Washington DC 311	135	115
12	—	State Highway Administration	128	60
13	POL	Police Department Information	127	171
14	DEP	Transfer Station Questions	118	103
15	DEP	Curbside Recycling Questions	116	192

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	19,781	Abandoned call rate (target: <5%)	2.52%	Average seconds to answer (target: <20)*	21.3
Total requests (inc. phone, web, walk-in)	22,905			Average call duration, seconds (target: <240)	246

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

MC311 Request Trends 3/23/2014 – 4/5/2014

- On Monday, March 24th, the MC311 call center experienced an abandoned call rate of 5.62%, exceeding the target maximum of 5%, and the average speed to answer was 47 seconds, compared with a target maximum of 20 seconds.
- Individuals made 376 calls regarding health care reform or the Affordable Care Act during this two-week period, which is over twice the number of similar calls received on average every two weeks so far this year. 101 of those calls were received on March 31st, which was the deadline for signing up for insurance via the Maryland Health Connection, the State-run health insurance exchange.
- MC311 received 716 requests for pothole repair during this two-week period, compared with 265 similar requests during the previous period and an average of 78 pothole repair requests made every two weeks during 2013.
- Individuals made 128 requests to MC311 related to the State Highway Administration during this two-week period, compared with 60 similar requests made during the previous period and an average of 48 requests every two weeks during 2013.

MC311 Spotlight: Web Requests

Most MC311 requests are made by phone. However, about 8% of all MC311 requests over the past year were submitted via the web. The following table shows the percentage of all requests submitted via the web for the ten departments with the highest numbers of requests overall over the past year.

Percent of MC311 Requests Submitted Via the Web, April 2013 – March 2014

Dept.	Total Requests	% Web Requests
DOT	149,969	3%
DEP	115,630	30%
DPS	66,235	1%
Non-MCG	55,987	0%
FIN	45,395	1%
HHS	33,463	0%
DHCA	22,214	11%
POL	15,850	6%
PIO	12,989	0%
OHR	8,387	0%

78% of all web requests were for the Department of Environmental Protection, and the most common requests submitted via the web were for recycling bin deliveries or pick-ups, bulk-trash pick-ups and scrap metal pick-ups. Other common requests submitted via the web were for pothole repair, housing complaints, Ride-On complaints, and reporting a dead animal along the roadway.

MC311 Data Summary

April 22, 2014

Data from 4/6/2014 – 4/19/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1144	980	335	38	51	355	338
2	DEP	Scrap Metal Pick-Up	1019	770	261	137	57	261	285
3	FIN	Discuss Property Tax Bill	888	888	114	79	73	67	62
4	DEP	22 Gallon Bin Delivery	814	942	171	207	70	208	143
5	DPS	Schedule DPS Inspections	805	977	119	31	16	57	24
6	DOT	Pothole Repair	440	716	134	41	25	124	103
7	DEP	22 Gallon Bin Pick-up	328	339	84	63	26	82	67
8	DEP	Unacceptable for Collection	264	169	58	5	15	74	111
9	DHCA	Housing Complaints	226	202	23	35	11	77	52
10	DHCA	Landlord Tenant Issues	224	281	22	33	24	31	40
11	DPS	Permit, Plan Review or Inspection Status	193	237	51	12	8	13	31
12	FIN	Property Tax Delinquent Notice	162	317	21	9	5	17	14
13	—	MANNA Food Center Referral	160	149	2	29	27	56	35
14	DEP	Cart Repair (Paper Recycling)	151	143	54	20	5	38	31
15	DEP	Field Check for Solid Waste Services	149	154	29	26	11	37	44

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2876	2943
2	DOT	Ride On Trip Planning	554	549
3	DPS	DPS Building Inspector Contact Info.	340	370
4	PIO	MCG Employee Directory Assistance	309	320
5	FIN	Tax Lien Sale Notification Bills	293	7
6	DEP	How To Recycle/Dispose of Solid Waste	232	209
7	—	Business License Application/Renewal	195	218
8	—	Non-MCG Directory Assistance	191	229
9	DEP	Curbside Recycling Questions	147	116
10	DEP	Transfer Station Questions	145	118
11	—	Washington DC 311	133	135
12	FIN	Tax Payment Methods	130	135
13	POL	Police Department Information	127	127
14	DPS	DPS Location and Hours	123	175
15	HHS	Health Care Reform	106	376

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	18,014	Abandoned call rate (target: <5%)	2.05%	Average seconds to answer (target: <20)*	15.8
Total requests (inc. phone, web, walk-in)	22,285			Average call duration, seconds (target: <240)	265

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

MC311 Request Trends 4/6/2014 – 4/19/2014

- Residents made 440 pothole repair requests during this two-week period, which represents a decrease from the 716 requests made during the previous period, but is still significantly higher than the average of 78 similar requests made every two weeks during 2013. DOT announced that it would be conducting an intensive pothole repair effort during this month.
- MC311 received 293 calls regarding tax lien sale notification bills during this two-week period, compared with 7 similar calls received during the previous period. In April of every year, the Department of Finance notifies property owners with unpaid taxes that they have 30 days to pay or the County will sell the property in the tax lien sale.
- Individuals made 160 Manna Food Center referral requests to MC311 during this two-week period, 149 similar requests during the previous period and 144 during the period before that one. In contrast, during 2013 the average number of bi-weekly Manna Food Center referral requests was 242, and the minimum number of requests during any two-week period in 2013 was 197.
- Individuals made 145 requests regarding grass damage from a snow event during this two-week period, which is the largest number of such requests received during any two-week period in 2014.

MC311 Spotlight: Pothole Repair Times

During 2014, MC311 has received unprecedented numbers of pothole repair requests. The following table shows the numbers of closed pothole repair requests for each of the past ten two-week periods (excluding the most recent two-week period, since many of those requests are not yet closed). The table also shows the average numbers of days it took to close requests as well as the percentages of requests that were closed within the Service-Level Agreement (SLA), which is the target maximum for the number of days it should take to close requests. The SLA for pothole repair requests is 3 days.

Closed Pothole Repair Requests, 11/17/2013 to 4/5/2014

Two-Week Period Starting	#	Average Days to Close	% Meeting SLA
11/17/2013	39	2.7	87%
12/1/2013	62	5.5	50%
12/15/2013	120	2.6	76%
12/29/2013	118	2.8	72%
1/12/2014	264	3.5	65%
1/26/2014	225	2.8	77%
2/9/2014	297	2.1	85%
2/23/2014	295	2.4	85%
3/9/2014	261	3.1	75%
3/23/2014	647*	2.6	72%

* Approximately 70 requests made during the two-week period starting on March 23, 2014 are still in progress and are excluded from this table.

MC311 Data Summary

May 6, 2014

Data from 4/20/2014 – 5/3/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	1146	1144	347	27	59	326	369
2	DEP	Scrap Metal Pick-Up Request	1032	1019	276	130	62	259	291
3	DEP	22 Gallon Bin Delivery	935	814	217	216	64	238	182
4	DPS	Schedule DPS Inspections	852	805	132	45	17	50	46
5	FIN	Discuss Property Tax Bill	730	888	94	77	67	53	47
6	DEP	22 Gallon Bin Pick-up	325	328	89	56	23	74	73
7	DOT	Pothole Repair	293	440	97	30	28	70	59
8	DPS	Permit, Plan Review or Inspection Status	260	193	68	15	11	20	31
9	DHCA	Housing Complaints	227	226	20	49	15	76	55
10	DHCA	Landlord Tenant Issues	215	224	22	33	16	24	44
11	DEP	Unacceptable for Collection	191	264	32	2	14	63	80
12	DEP	Field Check for Solid Waste Services	174	149	46	20	13	51	42
13	DEP	Cart Repair (Paper Recycling)	162	151	60	10	16	40	33
14	—	MANNA Food Center Referral	157	160	3	20	28	65	34
15	DOT	Road Repair	120	99	39	19	9	32	11

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2690	2876
2	DOT	Ride On Trip Planning	508	554
3	DPS	DPS Building Inspector Contact Info.	386	340
4	PIO	MCG Employee Directory Assistance	305	309
5	DEP	How To Recycle/Dispose of Solid Waste	271	232
6	—	Non-MCG Directory Assistance	179	191
7	FIN	Tax Lien Sale Notification Bills	170	293
8	DEP	Curbside Recycling Questions	149	147
9	DEP	Transfer Station Questions	147	145
10	POL	Police Department Info.	147	127
11	—	Business License Application or Renewal	140	195
12	FIN	Tax Payment Methods	122	130
13	—	Maryland State Highway Administration	121	80
14	DEP	Residential Trash & Recycling Literature	120	101
15	—	Washington DC 311	117	133

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	18,479	Abandoned call rate (target: <5%)	1.70%	Average seconds to answer (target: <20)*	13.8
Total requests (inc. phone, web, walk-in)	21,614			Average call duration, seconds (target: <240)	271

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

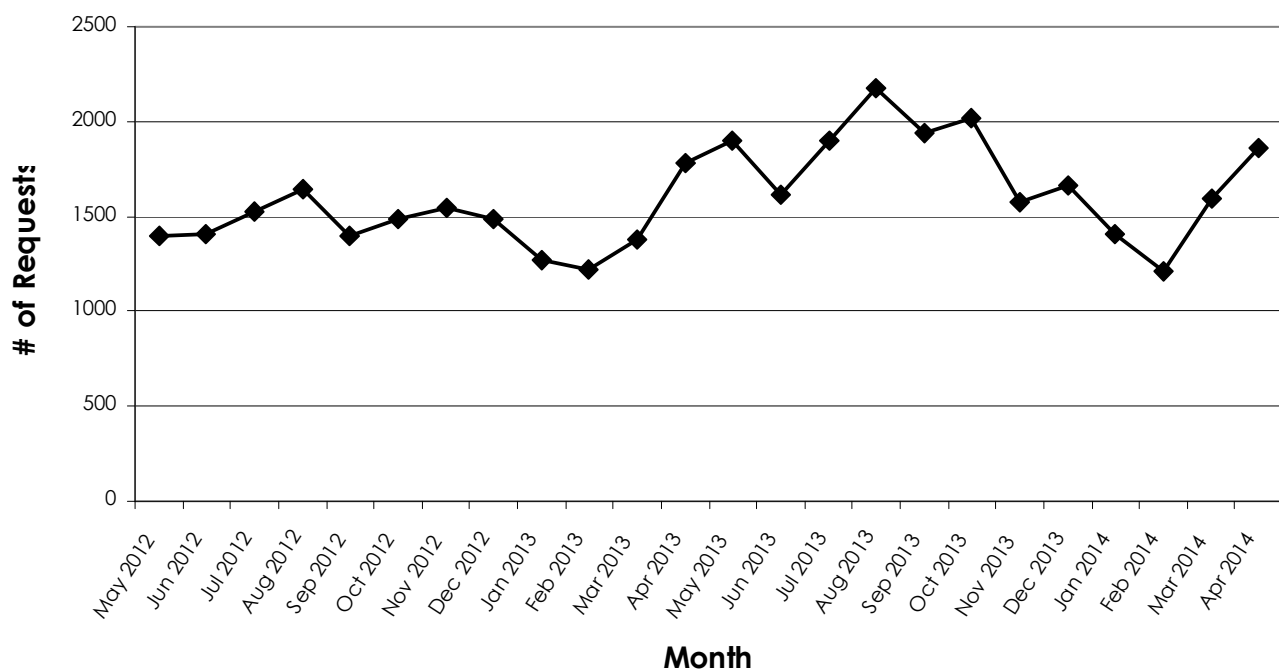
MC311 Request Trends 4/20/2014 – 5/6/2014

- Individuals made 106 requests for Comcast contact information during this two-week period, compared with 69 similar requests made during the previous period and an average of 25 requests every two weeks over the past year.
- MC311 received 111 requests regarding grass damage from a snow event during this two-week period, which represents a decrease from the previous period when 145 similar requests were made, but is still higher than any other two-week period this year.
- Individuals made 121 requests related to the Maryland State Highway Administration during this two-week period, which represents a 50% increase from the previous period and is nearly twice the average of 63 requests every two weeks over the past year.
- Individuals made 99 requests regarding clogged storm drains during this two-week period, compared with 46 similar requests made during the previous period and an average of 23 requests every two weeks over the past year.

MC311 Spotlight: DPS Inspections

Over the past two years, MC311 received over 38,000 requests to schedule building construction-related inspections with DPS, making this the fourth most common MC311 request. The following chart shows the monthly numbers of requests to MC311 to schedule inspections over the past two years. Inspections can also be scheduled online via the DPS website.

Monthly Requests to Schedule DPS Building Construction-Related Inspections, May 2012 - April 2014



The MC311 Data Summary

May 20, 2014

Data from 5/4/2014 – 5/17/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1414	1146	425	37	90	392	448
2	DEP	Scrap Metal Pick-Up	1160	1032	347	136	71	283	309
3	DPS	Schedule DPS Inspections	858	852	157	49	28	56	43
4	DEP	22 Gallon Bin Delivery	817	935	186	218	61	183	157
5	FIN	Discuss Property Tax Bill	508	730	60	60	38	54	32
6	DEP	22 Gallon Bin Pick-up	347	325	101	71	30	62	76
7	DOT	Pothole Repair	331	293	114	31	25	71	86
8	DHCA	Housing Complaints	306	227	46	48	15	95	85
9	DPS	Permit, Plan Review or Inspection Status	253	260	69	13	9	33	38
10	DHCA	Landlord Tenant Issues	206	215	25	53	14	29	34
11	DEP	Solid Waste Services Field Check Required	169	174	42	22	9	54	41
12	DEP	Unacceptable for Collection	158	191	35	1	8	73	40
13	DOT	Ride On Complaint - Service	155	113	1	0	3	0	3
14	DEP	Cart Repair (Paper Recycling)	149	162	48	12	11	32	43
15	DOT	Inspect, Remove or Prune County Tree	130	106	40	11	10	29	34

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3164	2690
2	DOT	Ride On Trip Planning	545	508
3	DPS	DPS Building Inspector Contact Info.	411	386
4	PIO	MCG Employee Directory Assistance	338	305
5	DEP	How To Recycle/Dispose of Solid Waste	245	271
6	--	Non-MCG Directory Assistance	192	179
7	POL	Police Department Info.	166	147
8	DEP	Curbside Recycling Questions	144	149
9	DEP	Transfer Station Questions	129	147
10	--	Washington DC 311	127	117
11	--	Maryland State Highway Administration	120	121
12	DEP	Residential Trash & Recycling Literature	113	120
13	DPS	DPS Location and Hours of Operation	99	102
14	--	Business License Application or Renewal	91	140
15	--	Comcast Contact Information	82	106

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	18,952	Abandoned call rate (target: <5%)	1.89%	Average seconds to answer (target: <20)*	13.2
Total requests (inc. phone, web, walk-in)	22,061			Average call duration, seconds (target: <240)	266

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

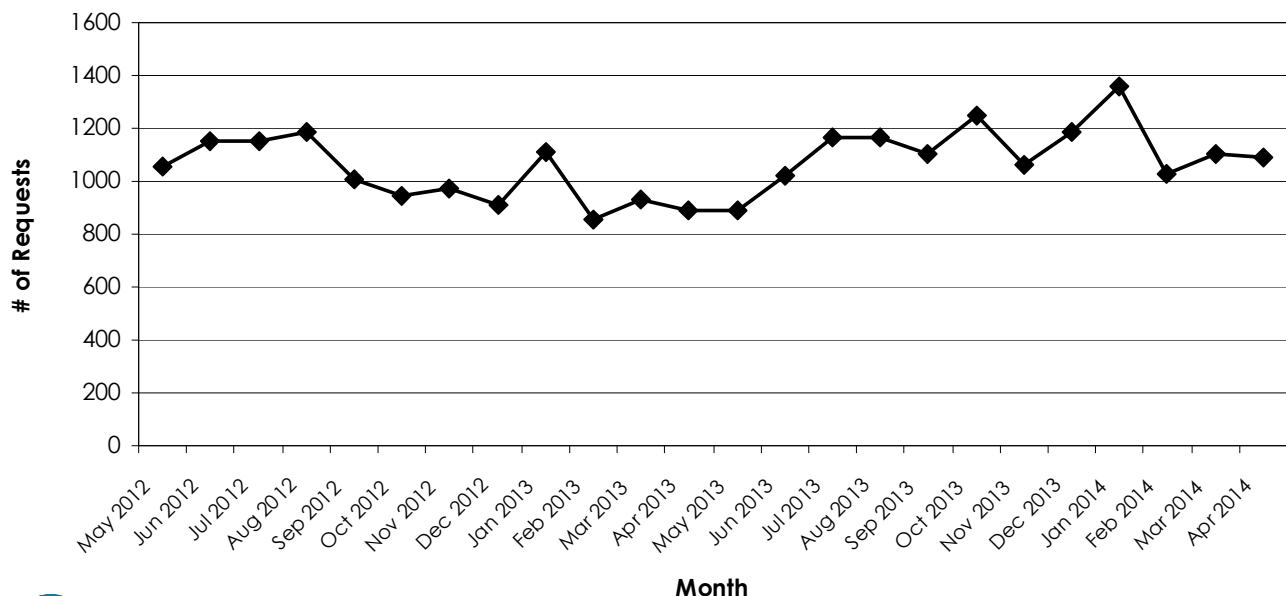
MC311 Request Trends 5/4/2014 – 5/17/2014

- Individuals made 1,414 requests for bulk trash pick-ups during this two-week period, which represents a 23% increase from the previous period and is higher than any other two-week period over the past year.
- MC311 received 306 housing complaints during this two-week period, compared with an average of 187 similar requests every two weeks over the past year.
- During this two-week period, residents made 99 complaints regarding "tall grass on private property where the property is occupied," compared with 10 similar complaints made during the previous period and an average of 23 complaints made every two weeks over the past year.
- The number of pothole repair requests during this two-week period, 331, remained high. MC311 has received an average of 325 pothole repair requests every two weeks in 2014 through May 17, compared with an average of about 100 similar requests every two weeks during the same period in 2013.
- Residents made 130 requests to MC311 for Manna Food Center referrals during this two-week period and have made an average of 174 similar requests every two weeks since the beginning of the year. During the same period in 2013, residents made an average of 234 similar requests every two weeks.

MC311 Spotlight: Income Supports

Over the past two years, MC311 has received nearly 26,000 "income supports" requests, which is a category of HHS requests for services and information related to assistance programs such as food stamps and Medicaid. The following chart shows the trend in the monthly numbers of requests during the two-year period. In January of this year, MC311 received almost 1,400 income supports requests, the highest number during the two years.

Monthly MC311 Income Supports Requests, May 2012 - April 2014



The MC311 Data Summary

June 4, 2014

Data from 5/18/2014 – 5/31/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1350	1414	448	44	61	397	380
2	DEP	Scrap Metal Pick-Up	1184	1160	375	137	74	303	287
3	DPS	Schedule DPS Inspections	875	858	128	65	17	54	56
4	DEP	22 Gallon Bin Delivery	846	817	243	183	55	208	141
5	FIN	Discuss Property Tax Bill	534	508	65	65	41	44	38
6	DEP	22 Gallon Bin Pick-up	351	347	128	50	27	77	67
7	DHCA	Housing Complaints	322	306	39	60	15	107	83
8	DHCA	Landlord Tenant Issues	213	206	33	45	22	31	33
9	DOT	Pothole Repair	210	331	49	14	14	57	71
10	DPS	Permit, Plan Review or Inspection Status	200	253	53	18	14	25	20
11	DEP	Unacceptable for Collection	175	158	67	2	0	41	64
12	DEP	Field Check for Solid Waste Services	161	169	52	18	6	50	31
13	POL	Dead Animal Along the Roadway/Property	157	94	39	26	12	23	28
14	DOT	Inspect, Remove or Prune County Tree	156	130	65	14	10	37	29
15	DEP	Cart Repair (Paper Recycling)	139	149	53	12	8	32	33

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2802	3164
2	DOT	Ride On Trip Planning	494	545
3	DPS	DPS Building Inspector Contact Info.	377	411
4	PIO	MCG Employee Directory Assistance	307	338
5	DEP	How To Recycle/Dispose of Solid Waste	250	245
6	DEP	Holiday Schedule for Trash & Recycling	248	1
7	--	Non-MCG Directory Assistance	213	192
8	POL	Police Department Information	148	166
9	DEP	Transfer Station Questions	140	129
10	DEP	Residential Trash & Recycling Literature	140	113
11	DEP	Curbside Recycling Questions	137	144
12	--	Washington DC 311	132	127
13	--	State Highway Administration	126	120
14	DPS	DPS Location and Hours	106	99
15	--	State Dept. of Assessments & Taxation Address	89	120

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	18,029	Abandoned call rate (target: <5%)	1.87%	Average seconds to answer (target: <20)*	12.8
Total requests (inc. phone, web, walk-in)	21,288			Average call duration, seconds (target: <240)	247

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

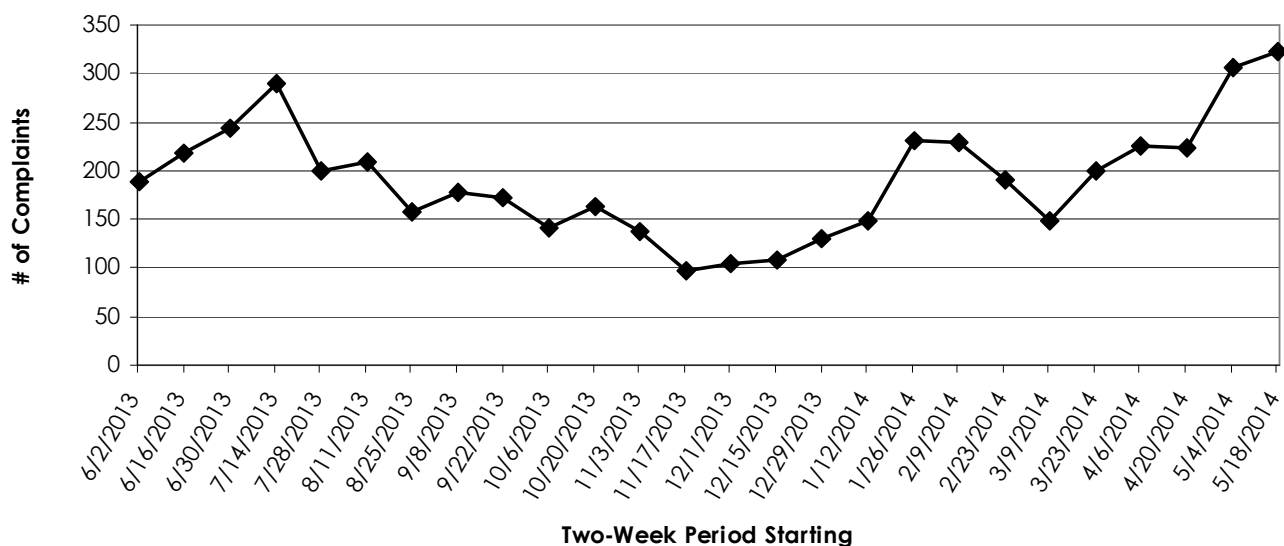
MC311 Request Trends 5/18/2014 – 5/31/2014

- The number of housing complaints continued to rise; MC311 received 322 complaints during this two-week period, compared with 306 complaints received during the previous period and an average of 190 received every two weeks over the past year.
- Individuals made a total of 200 requests for DHCA via MC311 regarding tall grass on private properties that are either vacant or occupied, compared with 157 similar requests made during the previous period and an average of 31 similar requests made every two weeks over the past year.
- Requests for Comcast contact information also remained high at 89 requests during this two-week period, compared with 82 similar requests during the previous period and an average of 31 similar requests every two weeks over the past year.
- Residents made 1,350 requests for bulk-trash pick-ups during this two-week period, a slight decrease from the previous period but still higher than the average of 945 similar requests every two weeks over the past year.

MC311 Spotlight: Housing Complaints

MC311 received a total of nearly 5,000 housing complaints over the past year. The following chart shows the trend in the numbers of housing complaints every two weeks during this period. The 322 complaints received during the most recent two-week period beginning on May 18, 2014 represent the largest number of such complaints received during any two-week period since this time last year.

Housing Complaints Per Two-Week Period, 6/2/2013 to 5/31/2014



The MC311 Data Summary

June 17, 2014

Data from 6/1/2014 – 6/14/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1219	1350	397	39	76	332	352
2	DEP	Scrap Metal Pick-Up	1128	1184	318	166	61	281	289
3	DPS	Schedule DPS Inspections	988	875	170	51	24	58	62
4	DEP	22 Gallon Bin Delivery	831	846	190	233	56	196	145
5	FIN	Discuss Property Tax Bill	478	534	48	54	36	32	47
6	DEP	22 Gallon Bin Pick-up	344	351	97	79	23	83	57
7	DHCA	Housing Complaints	284	322	39	59	17	77	73
8	DPS	Permit, Plan Review or Inspection Status	256	200	70	14	11	19	32
9	DHCA	Landlord Tenant Issues	241	213	33	36	23	48	43
10	DOT	Inspect, Remove or Prune County Tree	185	156	77	13	10	42	38
11	DOT	Pothole Repair	183	210	43	23	9	52	53
12	DOT	Ride On Complaint - Service	177	135	2	3	2	1	4
13	DEP	Unacceptable for Collection	164	175	8	2	0	57	95
14	--	MANNA Food Center Referral	155	134	3	33	38	46	25
15	DEP	Cart Repair (Paper Recycling)	148	139	48	9	12	44	34

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3294	2802
2	DOT	Ride On Trip Planning	494	494
3	DPS	DPS Building Inspector Contact Info.	411	377
4	PIO	MCG Employee Directory Assistance	358	307
5	DEP	How To Recycle/Dispose of Solid Waste	205	250
6	--	Non-MCG Directory Assistance	192	213
7	POL	Police Department Info.	152	148
8	DEP	Transfer Station Questions	131	140
9	--	Washington DC 311	128	132
10	DPS	DPS Location and Hours	120	106
11	DEP	Residential Trash & Recycling Literature	117	140
12	--	State Highway Administration	113	126
13	DEP	Curbside Recycling Questions	111	137
14	--	Prince George's County 311	90	70
15	--	Comcast Contact Info.	81	89

*Location data are not consistently available for all requests

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	19,303	Abandoned call rate (target: <5%)	1.78%	Average seconds to answer (target: <20)*	13
Total requests (inc. phone, web, walk-in)	22,157			Average call duration, seconds (target: <240)	255

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

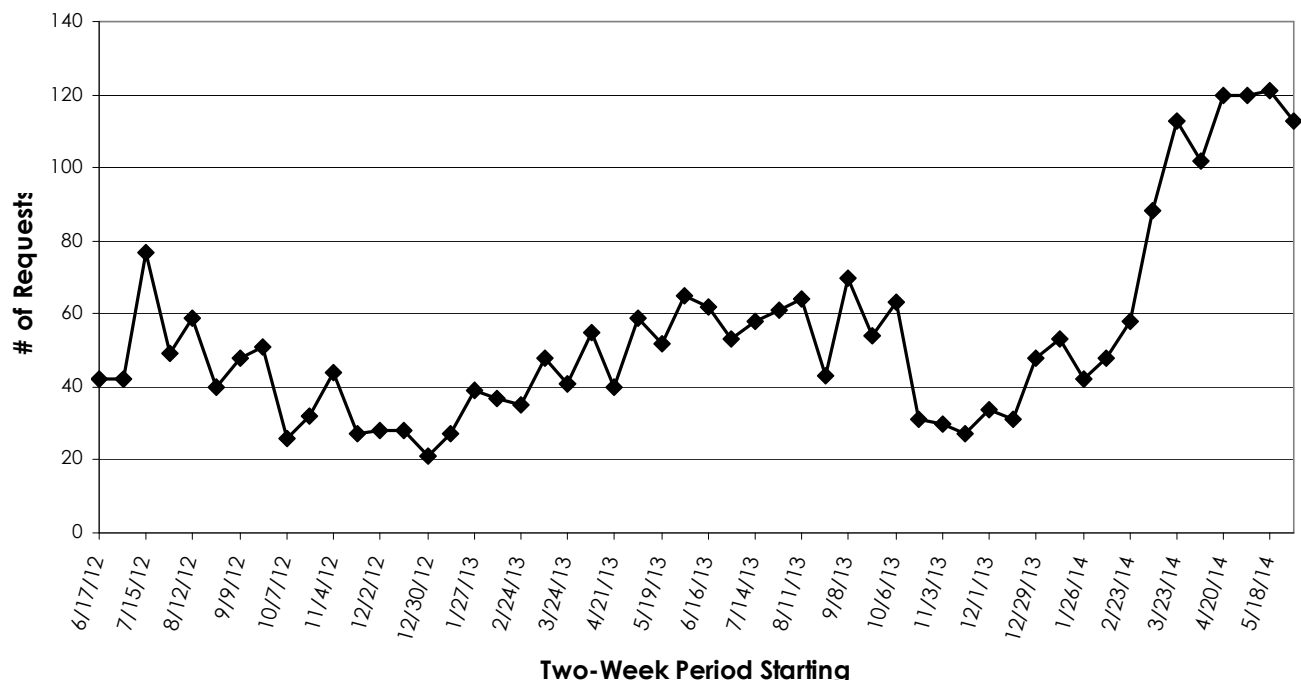
MC311 Request Trends 6/1/2014 – 6/14/2014

- MC311 received 988 requests to schedule building construction-related DPS inspections during this two-week period, compared with 875 similar requests received during the previous period and an average of 811 of requests every two weeks over the past year.
- Individuals made 76 walk-in landlord-tenant complaints during this two-week period compared with 29 similar complaints made during the previous period. An average of 45 similar walk-in complaints were made every two weeks over the past year.
- Residents made 52 requests regarding redeeming a property lien, compared with 22 similar requests made during the previous period. In June of each year, the Department of Finance holds a tax lien sale to enforce the payment of unpaid property taxes. Property owners may be able to redeem a property that has been sold, as long as it is before the Circuit Court finalizes the sale.
- MC311 received 71 requests regarding grass damage from a snow event during this two-week period, a slight decrease from the previous period, which had 79 requests.

MC311 Spotlight: Road Repair Requests

MC311 received over 2,800 requests for road repair over the past two years. Road repair requests are a separate category from pothole repair requests and are typically for issues such as alligator cracking, chipping, and asphalt sliding. The chart below shows that the number of road repair requests have increased significantly since February of this year.

Bi-Weekly Road Repair Requests, June 17, 2012 - June 14, 2014



The MC311 Data Summary

July 1, 2014

Data from 6/15/2014 – 6/28/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1271	1219	412	40	90	372	336
2	DEP	Scrap Metal Pick-Up	1118	1128	331	119	74	284	296
3	DPS	Schedule Permitting Inspections	970	988	131	45	20	60	53
4	DEP	22 Gallon Bin Delivery	831	831	203	175	50	230	149
5	FIN	Requests to Discuss Property Tax Bill	354	478	38	25	15	27	19
6	DEP	22 Gallon Bin Pick-up	334	344	105	50	27	81	64
7	DHCA	Housing Complaints	298	284	36	49	18	93	72
8	DHCA	Landlord Tenant Issues	282	241	47	57	12	49	46
9	DPS	Permit, Plan Review or Inspection Status	273	256	56	22	11	24	36
10	POL	Reporting a Dead Animal	238	146	57	26	26	58	46
11	DEP	Unacceptable for Collection	204	164	35	1	5	70	92
12	DOT	Inspect, Remove or Prune County Tree	165	185	64	13	14	28	36
13	–	MANNA Food Center Referral	160	155	4	40	28	46	38
14	DEP	Cart Repair (Paper Recycling)	143	148	42	11	6	35	44
15	DOT	Ride On Complaint - Service	134	177	2	3	3	1	4

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3169	3294
2	DOT	Ride On Trip Planning	540	494
3	DPS	DPS Building Inspector Contact Info.	442	411
4	PIO	MCG Employee Directory Assistance	306	358
5	DEP	How To Recycle/Dispose of Solid Waste	222	205
6	–	Non-MCG Directory Assistance	188	192
7	POL	Police Department Info.	175	152
8	DEP	Transfer Station Questions	156	131
9	–	Washington DC 311	135	128
10	DEP	Residential Trash & Recycling Literature	134	117
11	DEP	Curbside Recycling Questions	126	111
12	DPS	DPS Location and Hours	109	120
13	–	Comcast Contact Info.	89	81
14	–	Prince George's County 311	89	90
15	–	State Highway Administration	88	113

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	18,894	Abandoned call rate (target: <5%)	2.09%	Average seconds to answer (target: <20)*	13.8
Total requests (inc. phone, web, walk-in)	21,732			Average call duration, seconds (target: <240)	258

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

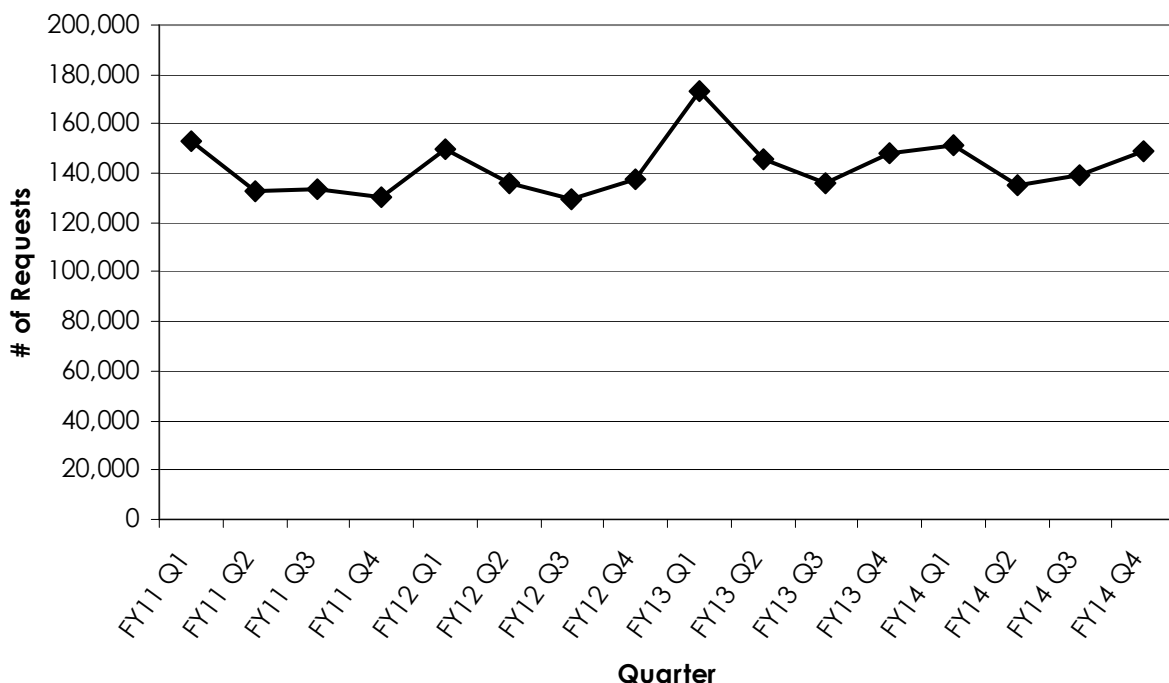
MC311 Request Trends 6/15/2014 – 6/28/2014

- MC311 received 238 calls regarding dead animals along the roadway or adjacent properties during this two-week period, which represents a 60% increase from the previous period and is significantly higher than the average of 151 similar requests made every two weeks over the past year.
- Individuals made 54 requests for information on fares for the Ride-On Youth Cruiser Pass, compared with 21 similar requests during the previous period and an average of 8 similar requests every two weeks over the past year. Ride-On customers under the age of 18 are eligible for Youth Cruiser passes that allow unlimited Ride-On trips for \$11 per month throughout the year and \$18 total for the entire summer.
- During this two-week period, MC311 received 65 requests for information on the annual tax bill mailing, compared with 34 similar requests during the previous period. The Department of Finance typically mails tax bills in early July.
- The number of requests regarding redeeming a property lien increased again during this two-week period to 79, compared with 52 similar requests made during the previous period. In June each year, the Department of Finance holds a tax lien sale to enforce the payment of unpaid property taxes. Property owners may be able to redeem a property that has been sold, as long as it is before the Circuit Court finalizes the sale.

MC311 Spotlight: Total Request Trends

MC311 was officially launched on June 17, 2010. Since then, MC311 has received over 2 million requests in total, or almost 22,000 requests every two weeks. The following table shows the trend in the numbers of quarterly requests for the past four fiscal years.

Quarterly MC311 Requests, January 2010 - June 2014



The MC311 Data Summary

July 15, 2014

Data from 6/29/2014 – 7/12/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up Request	1192	1271	377	30	64	317	370
2	DEP	Scrap Metal Pick-Up Request	1031	1118	293	116	75	258	276
3	DEP	22 Gallon Bin Delivery	883	831	196	209	61	228	172
4	DPS	Schedule DPS Inspections	866	970	129	34	12	44	51
5	DEP	22 Gallon Bin Pick-up	361	334	106	79	17	88	66
6	DOT	Tree/Limb on Ground (Non Emergency)	309	50	117	13	10	88	61
7	DHCA	Housing Complaints	269	298	31	56	18	88	56
8	DHCA	Landlord Tenant Issues	266	282	34	35	19	52	40
9	DPS	Permit, Plan Review or Inspection Status	258	273	56	20	13	27	29
10	DOT	Inspect, Remove or Prune County Tree	227	165	82	12	13	58	56
11	FIN	Discuss Property Tax Bill	214	354	12	21	11	15	10
12	POL	Reporting a Dead Animal	156	238	40	11	35	27	25
13	DEP	Cart Repair (Paper Recycling)	136	143	48	12	13	32	30
14	–	MANNA Food Center Referral	131	160	2	27	18	48	30
15	DEP	Unacceptable for Collection	112	204	32	4	0	32	44

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2743	3169
2	DOT	Ride On Trip Planning	488	540
3	DPS	DPS Building Inspector Contact Info.	449	442
4	PIO	MCG Employee Directory Assistance	301	306
5	DPS	Automation Enhancement Fee Refunds	261	0
6	DEP	How To Recycle/Dispose of Solid Waste	206	222
7	–	Non-MCG Directory Assistance	174	188
8	FIN	Balance of Property Tax Bill	172	44
9	POL	Police Department Info.	154	175
10	DEP	Transfer Station Questions	151	156
11	DEP	Curbside Recycling Questions	124	126
12	–	Washington DC 311	123	135
13	DEP	Holiday Schedule for Trash & Recycling	119	4
14	DEP	Residential Trash & Recycling Literature	104	134
15	DPS	DPS Location and Hours	98	109

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	17,270	Abandoned call rate (target: <5%)	2.21%	Average seconds to answer (target: <20)*	13.9
Total requests (inc. phone, web, walk-in)	21,010			Average call duration, seconds (target: <240)	248

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

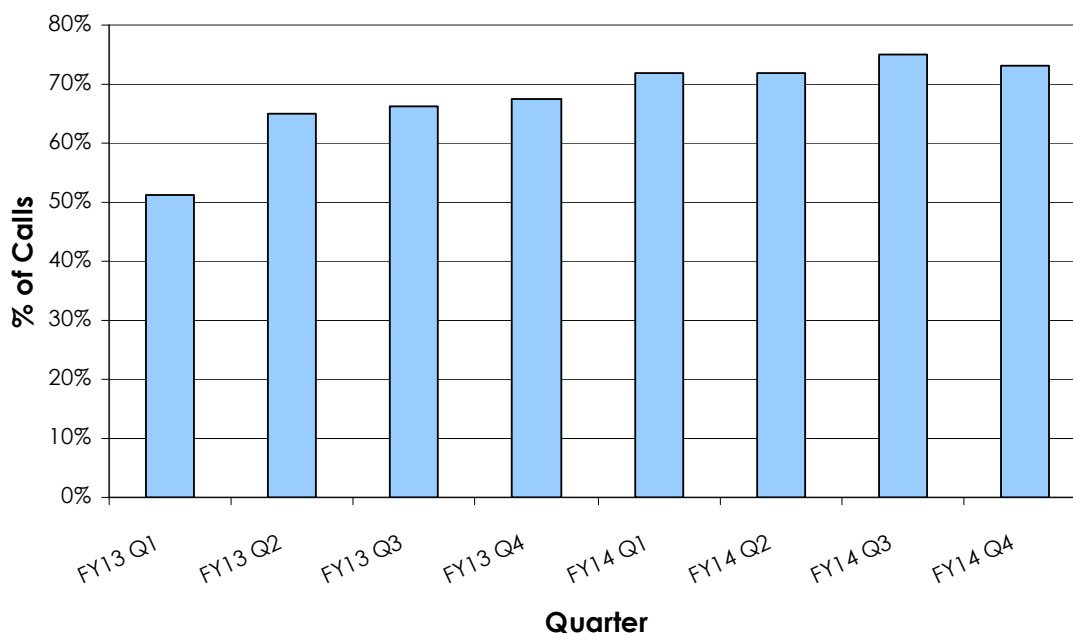
MC311 Request Trends 6/29/2014 – 7/12/2014

- Individuals made 309 calls to MC311 regarding trees or tree limbs on the ground during this two-week period and an additional 98 calls regarding trees or limbs blocking the roadway, compared with 59 total similar tree/tree limb-related calls made during the previous period.
- MC311 received 261 requests for information on automation enhancement fee refunds. In 2013, DPS reduced its automation enhancement fee from 10% to 5%, retroactive to July 1, 2013. Before this two-week period, a total of 5 similar requests were made since September of 2013.
- Individuals made 172 requests for information on their property tax bill balances, compared with 44 similar requests made during the previous period. Only one other similar request was made over the past twelve months, in January. The Department of Finance typically mails tax bills in early July.
- The number of requests to inspect, remove or prune County trees increased to 227 during this two-week period, from 165 similar requests made during the previous period. Over the past twelve months, 49 requests were made on average every two weeks.

MC311 Spotlight: Direct MC311 Calls

When MC311 was launched in June of 2010, approximately 30 existing County referral and information telephone numbers were redirected to MC311. Since then, most of those numbers have been retired, and currently only Ride On and Solid Waste numbers continue to be redirected to MC311. Callers can therefore reach MC311 by dialing 311 directly, or by being redirected to MC311. The chart below shows the percentages of all MC311 calls that were dialed direct during each quarter from FY13 to FY14.

% of MC311 Calls Dialed Direct, FY13 - FY14



The MC311 Data Summary

July 29, 2014

Data from 7/13/2014 – 7/26/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1291	1192	461	36	63	307	395
2	DPS	Schedule DPS Inspections	1010	866	138	48	21	56	64
3	DEP	Scrap Metal Pick-Up	1007	1031	313	111	69	236	264
4	DEP	22 Gallon Bin Delivery	850	883	219	210	62	184	159
5	FIN	Discuss Property Tax Bill	493	214	53	23	34	32	24
6	DEP	22 Gallon Bin Pick-up	346	361	108	73	23	72	59
7	DHCA	Housing Complaints	342	269	41	53	14	119	93
8	DHCA	Landlord Tenant Issues	272	266	37	54	21	52	39
9	DPS	Permit, Plan Review or Inspection Status	241	258	52	23	8	27	33
10	DOT	Inspect, Remove or Prune County Tree	220	227	67	24	17	48	53
11	DEP	Unacceptable for Collection	206	112	43	0	0	70	91
12	DOT	Tree or Limb Fallen on Ground	181	309	54	9	13	32	64
13	POL	Reporting a Dead Animal	177	156	37	28	13	47	34
14	DEP	Cart Repair (Paper Recycling)	175	136	60	19	21	34	35
15	DOT	Ride On Complaint - Service	151	93	0	5	4	1	3

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3004	2743
2	DPS	DPS Building Inspector Contact Info.	489	449
3	DOT	Ride On Trip Planning	476	488
4	PIO	MCG Employee Directory Assistance	312	301
5	FIN	Balance of Property Tax Bill	280	172
6	--	Maryland SDAT Address	248	78
7	--	Non-MCG Directory Assistance	217	174
8	DEP	How To Recycle/Dispose of Solid Waste	216	206
9	--	Property Tax Credits Justification	208	16
10	POL	Police Department Info.	167	154
11	DEP	Transfer Station Questions	155	151
12	DEP	Curbside Recycling Questions	154	124
13	FIN	Tax Payment Methods	146	25
14	--	Homeowner Property Tax Credit	142	22
15	FIN	Annual Tax Bill Mailing	137	92

*Location data are not consistently available for all requests

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	18,188	Abandoned call rate (target: <5%)	2.02%	Average seconds to answer (target: <20)*	15.2
Total requests (inc. phone, web, walk-in)	24,038			Average call duration, seconds (target: <240)	260

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

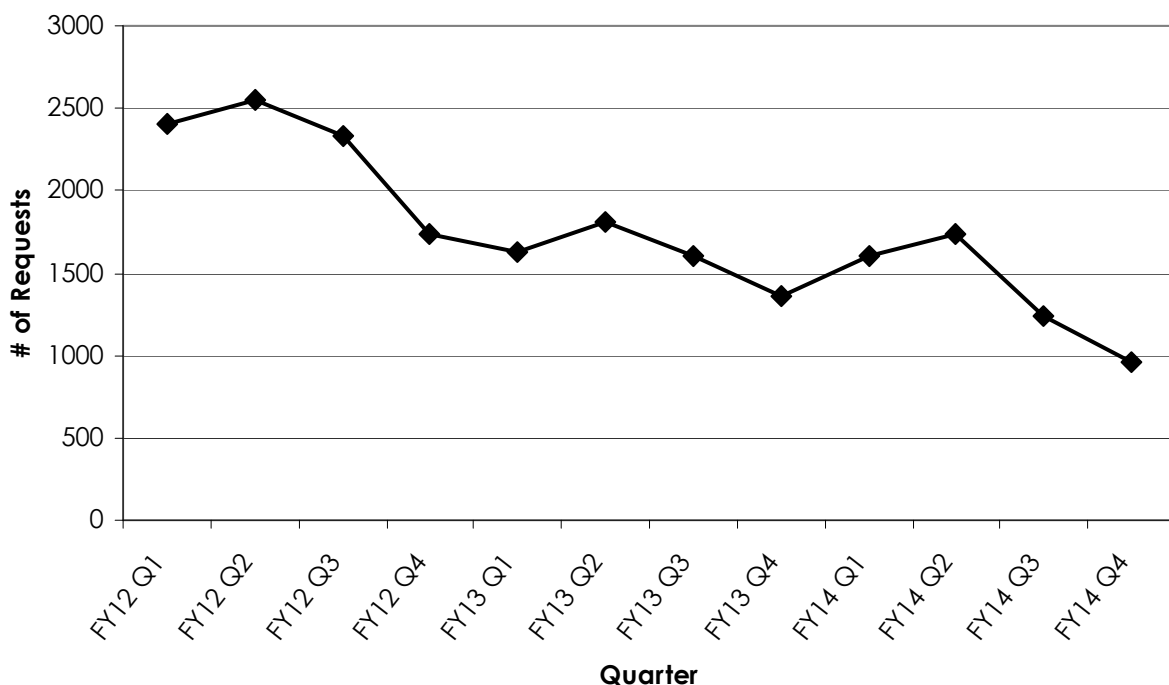
MC311 Request Trends 7/13/2014 – 7/26/2014

- Individuals made over 24,000 requests to MC311 during this two-week period, which is almost 10% higher than the average number of requests (about 22,000) made during each of the previous ten two-week periods.
- Numerous MC311 request categories related to property tax bills saw increases in the numbers of requests during this two-week period, including requests to discuss property tax bills, requests for the address of the Maryland State Department of Assessments and Taxation, and inquiries about the water quality protection charge. The Department of Finance typically mails tax bills in early July.
- MC311 received 342 housing complaints during this two-week period, compared with 269 similar complaints received during the previous period and an average of about 200 complaints received every two weeks over the past year.
- Individuals made 84 cable complaints during this two-week period, compared with 44 similar complaints made during the previous period and an average of 25 complaints made every two weeks over the past year.

MC311 Spotlight: Manna Food Center

Over the past three fiscal years, MC311 has received over 20,000 Manna Food Center referral requests. Referrals, which are provided by MC311 as well as by the Manna Food Center directly and other community organizations, allow residents to receive food from the Manna Food Center after answering a few basic questions. The chart below shows the trend in the numbers of quarterly requests from FY12 to FY14.

Quarterly Manna Food Center Referral Requests, FY12-FY14



The MC311 Data Summary

August 26, 2014

Data from 8/10/2014 – 8/23/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1147	1284	344	39	64	298	375
2	DPS	Schedule DPS Inspections	879	988	126	35	21	54	59
3	DEP	Scrap Metal Pick-Up	844	949	245	94	48	230	217
4	DEP	22 Gallon Bin Delivery	831	913	184	203	62	193	171
5	FIN	Discuss Property Tax Bill	346	393	32	20	28	26	23
6	DHCA	Housing Complaints	312	327	26	69	25	88	81
7	DEP	22 Gallon Bin Pick-up	296	351	79	63	21	54	77
8	DEP	Unacceptable for Collection	271	250	35	1	14	77	142
9	DHCA	Landlord Tenant Issues	249	298	37	45	25	36	56
10	DPS	Permit, Plan Review or Inspection Status	249	245	60	20	13	21	29
11	FIN	Homeowner Redeem Property From Tax Lien	156	70	29	21	18	22	23
12	--	MANNA Food Center Referral	155	162	5	28	34	49	30
13	DEP	Cart Repair	146	126	62	12	8	30	34
14	DOT	Inspect, Remove or Prune County Tree	137	180	46	15	14	27	32
15	POL	Reporting a Dead Animal	135	143	27	20	9	29	34

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2939	2853
2	DOT	Ride On Trip Planning	531	496
3	DPS	DPS Building Inspector Contact Info.	508	519
4	PIO	MCG Employee Directory Assistance	346	286
5	DEP	How To Recycle/Dispose of Solid Waste	238	279
6	FIN	Balance of Property Tax Bill	223	191
7	--	Non-MCG Directory Assistance	220	212
8	POL	Police Department Info.	186	145
9	--	Earned Income Credit EIC Refund	164	470
10	DEP	Transfer Station Questions	127	160
11	--	Washington DC 311	121	122
12	--	SDAT Office address	120	180
13	DEP	Curbside Recycling Questions	109	108
14	FIN	Tax Payment Methods	104	114
15	--	State Highway Administration	96	85

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	18,969	Abandoned call rate (target: <5%)	2.08%	Average seconds to answer (target: <20)*	13.7
Total requests (inc. phone, web, walk-in)	21,737			Average call duration, seconds (target: <240)	255

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

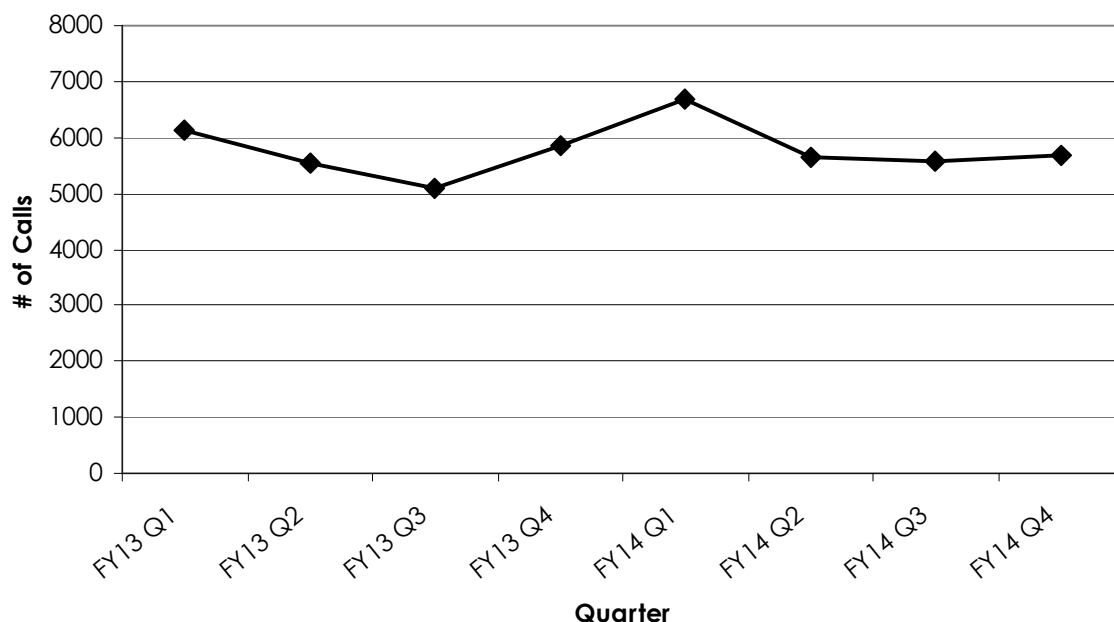
MC311 Request Trends 8/10/2014 – 8/23/2014

- MC311 received 156 requests regarding homeowners wishing to redeem a property from a tax lien, compared with 70 similar requests received during the previous period and 64 requests during the period before that one. In June each year, the Department of Finance holds a tax lien sale to enforce the payment of unpaid property taxes. Property owners may be able to redeem a property that has been sold, as long as it is before the Circuit Court finalizes the sale.
- Individuals made 164 requests for information on Earned Income Credit (EIC) refunds during this two-week period, which is higher than the average of 44 similar requests made every two weeks over the past year, but lower than the 470 requests made during the previous period. For tax returns filed by June, the State mails EIC refund checks at the end of July.
- MC311 received 72 requests for information on free TDAP (Tetanus-Diphtheria-Acellular Pertussis) vaccinations and MCV4 (Meningococcal) vaccinations. All Maryland school students entering 7th grade in August 2014 must show proof of one TDAP vaccination and one MCV4 vaccination. Montgomery County is offering TDAP shots to students entering the 7th grade at free clinics located in Germantown, Silver Spring and Rockville.

MC311 Spotlight: Dropped Calls

MC311 uses the “hang up or dropped call” category when a caller reaches an MC311 representative, but the caller hangs up or the call is dropped before the representative can assist the caller. During FY14, about 900 calls were dropped every two weeks on average. The following chart shows the trend in the numbers of dropped calls every quarter during FY13 and FY14. In both years, Quarter 1 (July-September) showed the highest numbers of dropped calls.

Quarterly MC311 Hang Ups or Dropped Calls, FY13-FY14



The MC311 Data Summary

September 9, 2014

Data from 8/24/2014 – 9/6/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1194	1147	378	36	67	308	378
2	DEP	22 Gallon Bin Delivery	898	831	227	241	51	208	154
3	DPS	Schedule DPS Inspections	885	879	107	27	16	55	37
4	DEP	Scrap Metal Pick-Up	852	844	258	105	46	204	232
5	FIN	Discuss Property Tax Bill	371	346	41	18	38	19	19
6	DEP	22 Gallon Bin Pick-up	351	296	108	74	17	86	62
7	DHCA	Housing Complaints	227	312	30	41	17	65	57
8	DHCA	Landlord Tenant Issues	224	249	36	44	22	37	41
9	DPS	Permit, Plan Review or Inspection Status	220	249	47	20	13	27	27
10	FIN	Balance of Property Tax Bill	216	223	10	7	7	8	1
11	DEP	Unacceptable for Collection	208	271	21	3	11	91	82
12	DOT	Inspect, Remove or Prune County Tree	161	137	54	16	8	34	45
13	DEP	Cart Repair (Paper Recycling)	151	146	62	7	11	36	35
14	--	MANNA Food Center Referral	150	155	5	36	15	56	33
15	POL	Reporting a Dead Animal	135	135	43	17	11	27	18

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3057	2939
2	DOT	Ride On Trip Planning	518	531
3	DPS	DPS Building Inspector Contact Info.	447	508
4	PIO	MCG Employee Directory Assistance	307	346
5	DEP	How To Recycle/Dispose of Solid Waste	229	238
6	DEP	Holiday Schedule for Trash & Recycling	210	4
7	--	Non-MCG Directory Assistance	199	220
8	DEP	Residential Trash & Recycling Literature	176	84
9	POL	Police Department Info.	174	186
10	DEP	Transfer Station Questions	159	127
11	FIN	Tax Payment Methods	151	104
12	--	Washington DC 311	128	121
13	DEP	Curbside Recycling Questions	125	109
14	--	Comcast Contact Info.	110	87
15	--	State Highway Administration (SHA)	104	96

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	18,140	Abandoned call rate (target: <5%)	2.96%	Average seconds to answer (target: <20)*	18.5
Total requests (inc. phone, web, walk-in)	21,633			Average call duration, seconds (target: <240)	246

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

MC311 Request Trends 8/24/2014 – 9/6/2014

- On Monday, August 25th, the average MC311 call wait time was 34 seconds throughout the day and 115 seconds during the 10:00 am hour, exceeding the 20 second call wait time target.
- MC311 received 176 requests for literature on residential trash and recycling during this two-week period, which is more than double the number of similar requests received during the previous period. The average number of requests received every two weeks over the past year was 80.
- MC311 received 55 calls during this two-week period regarding annual Medicaid applications. No similar calls were received over the past year before this two-week period. The MC311 website reports: "As of August 22, 2014, several thousand clients of Health and Human Services (HHS), Service Eligibility and Income Support Offices (SEU and IS) have not received their annual renewal pre-filled applications. As a result, the SEU and IS offices have unusually long delays in their waiting rooms." Clients are advised to call the Maryland Health Connection to complete an application over the phone, by mail or by fax.

MC311 Spotlight: Tree Pruning Requests

MC311 has received nearly 2,000 requests to inspect, remove or prune County trees so far this year, of which just over 60% remain open. The Service Level Agreement (SLA), which is the standard for the maximum number of days it should take to close such requests, is currently 365 days. The SLA was increased to 365 days in 2013 from 90 days. During 2013, requests in this category took an average of 166 days to close.

The data in the following table show the monthly number of requests during 2014, the percentage of those requests that are closed, and the average number of days it took to close requests (for those that are closed). Significantly, because only 38% of requests this year have been closed, the averages for the numbers of days it took to close requests listed in the table below do not include the majority of requests.

2014 Requests to Inspect, Remove or Prune County Trees

Month	# of Requests	% Closed	Average # of Days To Close Requests*
January	72	61%	41
February	60	73%	27
March	107	41%	15
April	185	24%	23
May	310	14%	14
June	375	12%	11
July	506	9%	9
August	321	14%	5
Total	1936	38%	14

* Only requests that are closed are included in these averages; 60% of requests are still open and are not included in these data.

The MC311 Data Summary

September 23, 2014

Data from 9/7/2014 – 9/20/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DPS	Schedule DPS Inspections	981	885	128	37	21	67	63
2	DEP	Bulk Trash Pick-Up	975	1194	314	30	59	268	289
3	DEP	Scrap Metal Pick-Up	799	852	234	103	47	202	204
4	DEP	22 Gallon Bin Delivery	766	898	208	161	54	186	133
5	FIN	Discuss Property Tax Bill	474	371	55	27	48	27	35
6	FIN	Balance of Property Tax Bill	344	216	21	9	17	11	8
7	DEP	22 Gallon Bin Pick-up	300	351	95	53	27	64	51
8	DHCA	Housing Complaints	262	227	26	55	26	83	53
9	DHCA	Landlord Tenant Issues	255	224	34	55	12	42	43
10	DPS	Permit, Plan Review or Inspection Status	234	220	50	17	11	32	25
11	DOT	Ride On Complaint - Service	199	129	2	0	3	1	1
12	POL	Reporting a Dead Animal	166	135	45	16	22	40	25
13	DEP	Unacceptable for Collection	163	208	11	0	7	67	78
14	--	MANNA Food Center Referral	161	150	3	25	22	61	45
15	DEP	Cart Repair (Paper Recycling)	160	151	68	15	10	38	27

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	3200	3057
2	DOT	Ride On Trip Planning	602	518
3	DPS	DPS Building Inspector Contact Info.	422	447
4	PIO	MCG Employee Directory Assistance	354	307
5	FIN	Tax Payment Methods	256	151
6	FIN	Unclaimed Prop. Tax Overpayment Notice	219	0
7	DEP	How To Recycle/Dispose of Solid Waste	206	229
8	POL	Police Department Info.	204	174
9	--	Non-MCG Directory Assistance	182	199
10	DEP	Transfer Station Questions	138	159
11	HHS	TDAP and MCV4 Vaccinations	136	12
12	DEP	Curbside Recycling Questions	119	125
13	DPS	DPS Location and Hours of Operation	118	95
14	--	SDAT Office Address	109	86
15	OHR	Retiree - Group Insurance Question	105	49

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	20,575	Abandoned call rate (target: <5%)	2.44%	Average seconds to answer (target: <20)*	17.2
Total requests (inc. phone, web, walk-in)	22,699			Average call duration, seconds (target: <240)	260

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

MC311 Request Trends 9/7/2014 – 9/20/2014

- The numbers of requests in several categories related to property taxes were higher during this two-week period compared with the previous period, including requests to discuss property taxes, requests for the balance of a property tax bill, and requests for information on tax payment methods. Annual tax bill payments and the first installment for semi-annual tax bills are due on September 30th.
- Individuals made 219 requests to MC311 for information on notices of unclaimed property tax overpayments during this two-week period, compared with 0 similar requests during the previous period. From January through August of this year, an average of 2 similar requests were made every month. Homeowners who have not claimed a property tax refund for four years or more must claim their refund by the due date on the notice, or the refund will be sent to the State Comptroller.
- Residents made 136 requests for information on free TDAP (Tetanus-Diphtheria-Acellular Pertussis) and MCV4 (Meningococcal) vaccinations, compared with 12 similar requests made during the previous period and 72 requests during the period before that. All Maryland school students who entered 7th grade in August 2014 must show proof of TDAP and MCV4 vaccinations. Students who do not have records showing the vaccinations by September 22nd are to be excluded from school.

MC311 Spotlight: Ride On Complaints

MC311 has received over 6,000 Ride On complaints over the past twelve months. For most Ride On complaints, the standard for the maximum length of time it should take to close requests, known as the Service Level Agreement or "SLA", is 12 days. The table below shows the number of complaints made each month since September of last year, the average number of days it took to close requests, and the percentage of requests that met the SLA.

Ride On Complaints, September 2013 – August 2014

Month	#	Average Days to Close	% Meeting SLA
September 2013	425	9	79%
October 2013	615	12	63%
November 2013	496	10	77%
December 2013	443	10	75%
January 2014	489	7	93%
February 2014	432	4	97%
March 2014	461	6	91%
April 2014	498	6	95%
May 2014	634	6	94%
June 2014	595	5	95%
July 2014	584	5	94%
August 2014	511	5	96%
Total	6183	7	87%

The MC311 Data Summary

October 7, 2014

Data from 9/21/2014 – 10/4/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	1023	975	320	20	56	272	333
2	DPS	Schedule DPS Inspections	946	981	138	51	23	60	78
3	DEP	Scrap Metal Pick-Up	789	799	241	102	55	174	208
4	FIN	Discuss Property Tax Bill	627	474	73	50	62	50	39
5	DEP	22 Gallon Bin Delivery	626	766	156	140	42	172	107
6	FIN	Balance of Property Tax Bill	533	344	25	20	37	26	21
7	FIN	Payments Made on Property Tax Account	375	90	56	38	60	31	34
8	DEP	22 Gallon Bin Pick-up	265	300	93	36	11	64	58
9	DHCA	Housing Complaints	257	262	24	50	13	78	81
10	DHCA	Landlord Tenant Issues	237	255	37	55	11	43	43
11	DPS	Permit, Plan Review or Inspection Status	228	234	55	13	6	28	29
12	--	MANNA Food Center Referral	196	161	6	44	42	59	40
13	DOT	Ride On Complaint - Service	173	199	5	2	3	4	2
14	DEP	Unacceptable for Collection	171	163	27	0	6	45	92
15	POL	Reporting a Dead Animal	148	166	42	21	13	39	17

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2940	3200
2	DOT	Ride On Trip Planning	547	602
3	DPS	DPS Building Inspector Contact Info.	420	422
4	FIN	Tax Payment Methods	404	256
5	PIO	MCG Employee Directory Assistance	324	354
6	FIN	Unclaimed Prop. Tax Overpayment Notice	219	219
7	DEP	How To Recycle/Dispose of Solid Waste	204	206
8	OHR	Retiree - Group Insurance Question	201	105
9	POL	Police Department Info.	182	204
10	--	Washington DC 311	179	99
11	--	Non-MCG Directory Assistance	177	182
12	DEP	Curbside Recycling Questions	125	119
13	FIN	Information Printed on the Tax Bill	121	78
14	DEP	Transfer Station Questions	117	138
15	--	SDAT Office Address	104	109

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	21,042	Abandoned call rate (target: <5%)	3.00%	Average seconds to answer (target: <20)*	23.0
Total requests (inc. phone, web, walk-in)	23,022			Average call duration, seconds (target: <240)	259

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

MC311 Request Trends 9/21/2014 – 10/4/2014

- The numbers of requests in several categories related to property taxes increased again compared with the previous period. These categories included requests to discuss property taxes, requests for the balance of a property tax bill, and requests for information on tax payment methods. Annual tax bill payments and the first installment for semi-annual tax bills were due on September 30th.
- MC311 received 179 calls intended for the Washington, DC 311, compared with 99 similar calls during the previous period and an average of 115 similar calls every two weeks over the past year.
- During several days during this two-week period, the call center exceeded the 20 second target maximum for average wait time. In particular, on Monday, September 29th, calls were answered after an average wait time of 40 seconds (not including the automated greeting). Notably, on that day, the call center received a total of 2,600 calls, which significantly exceeds the average of about 1,800 calls per day. The average abandoned call rate remained under the target maximum of 5% on all days.

MC311 Spotlight: Retiree Health Insurance

During this two-week period, MC311 received 201 calls regarding MCG retiree group insurance, nearly double the number of similar requests during the previous period. The open enrollment period for retiree group health insurance ended on Friday, October 3rd. Beginning with the 2014 enrollment period, retirees with health insurance questions are required to initially contact MC311; questions that MC311 cannot answer will be sent to OHR. The table below shows the number of requests per month over the past year, the average number of days it took to close requests, and the percentage of requests that met the SLA, which is the standard for the maximum number of days it should take to close requests (currently 2 days).

Retiree Group Insurance MC311, October 2013 – September 2014

Month	# of Requests	Average Days To Close	% Meeting SLA
October 2013	43	6	56%
November 2013	29	4	62%
December 2013	26	3	62%
January 2014	18	4	67%
February 2014	15	2	80%
March 2014	28	5	43%
April 2014	17	4	41%
May 2014	44	2	82%
June 2014	71	1	87%
July 2014	58	3	83%
August 2014	79	2	85%
September 2014	254	2	86%
Total	682	2	78%

The MC311 Data Summary

October 21, 2014

Data from 10/5/2014 – 10/18/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DPS	Schedule DPS Inspections	981	946	133	44	26	80	79
2	DEP	Bulk Trash Pick-Up	955	1023	279	29	39	269	318
3	DEP	Scrap Metal Pick-Up	665	789	184	75	37	169	196
4	DEP	22 Gallon Bin Delivery	652	626	163	165	35	146	132
5	FIN	Payments Made on Property Tax Account	330	375	62	34	30	33	28
6	FIN	Discuss Property Tax Bill	317	627	39	30	30	27	24
7	DEP	Unacceptable for Collection	303	171	23	9	39	96	132
8	HHS	Holiday Giving Project Referrals 2014	291	72	7	28	29	36	31
9	DEP	22 Gallon Bin Pick-up	258	265	69	52	15	62	57
10	DPS	Permit, Plan Review or Inspection Status	238	228	48	27	10	22	28
11	DHCA	Housing Complaints	231	257	20	45	23	75	51
12	DHCA	Landlord Tenant Issues	220	237	28	32	14	38	45
13	POL	Reporting a Dead Animal	202	148	48	23	25	61	29
14	--	MANNA Food Center Referral	163	196	5	27	26	52	44
15	OEMHS	Alert Montgomery Unsubscribe	163	34	8	1	1	1	1

*Location data are not consistently available for all requests

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2988	2940
2	DPS	DPS Building Inspector Contact Info.	468	420
3	DOT	Ride On Trip Planning	438	547
4	PIO	MCG Employee Directory Assistance	312	324
5	DEP	Holiday Schedule for Trash & Recycling	292	5
6	FIN	Balance of Property Tax Bill	254	533
7	--	Non-MCG Directory Assistance	178	177
8	DEP	How To Recycle/Dispose of Solid Waste	168	204
9	POL	Police Department Info.	163	182
10	FIN	Unclaimed Prop. Tax Overpayment Notice	136	219
11	DEP	Curbside Recycling Questions	131	125
12	DEP	Transfer Station Questions	124	117
13	DPS	DPS Location and Hours	121	81
14	--	Washington DC 311	112	179
15	--	Comcast Customer Service	109	85

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	19,776	Abandoned call rate (target: <5%)	3.92%	Average seconds to answer (target: <20)*	29.3
Total requests (inc. phone, web, walk-in)	21,726			Average call duration, seconds (target: <240)	241

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

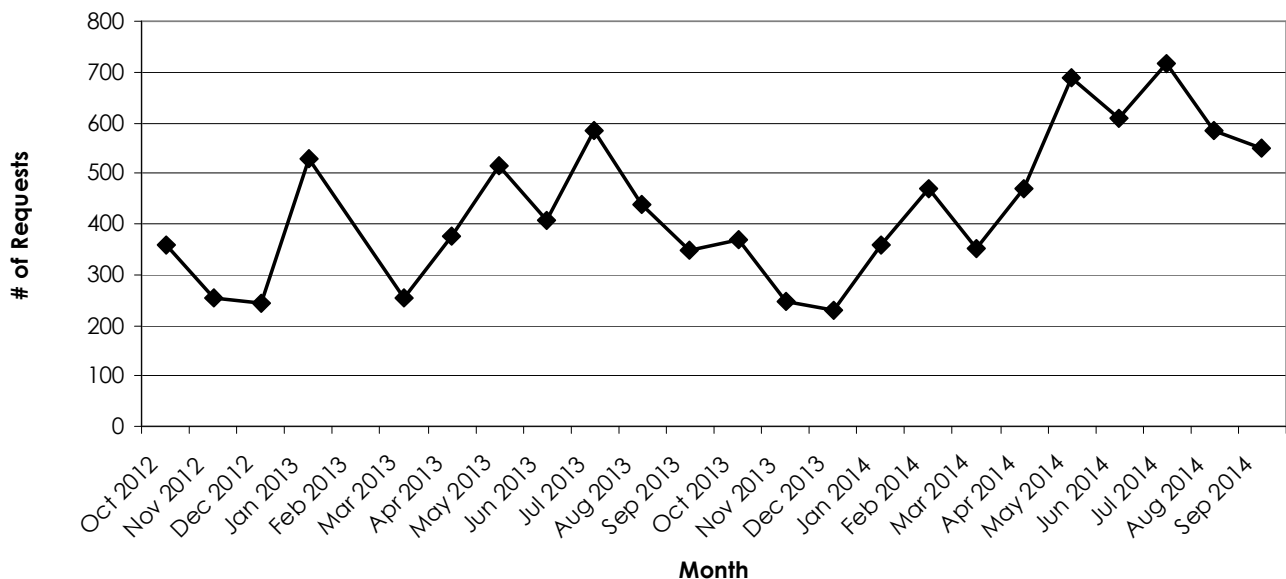
MC311 Request Trends 10/5/2014 – 10/18/2014

- Residents made 291 requests for Holiday Giving Project Referrals during this two-week period, compared with 72 similar requests made during the previous period. Residents in financial need can get a referral to receive toys, gift cards and food by contacting an HHS caseworker, HOC counselor, MCPS counselor or other social service agencies.
- 163 individuals contacted MC311 to unsubscribe from Alert Montgomery during this two-week period. Over the past twelve months, MC311 received an average of 15 similar requests every two weeks.
- During this two-week period, MC311 received 114 requests to make or cancel an appointment for a flu shot at the County's flu clinics, which offer flu shots from September to December. MC311 received 65 similar requests during the previous period.
- The MC311 call center exceeded the 5% target maximum for the abandoned call rate on three days during this two-week period. In particular, on Thursday, October 16th, 7% of calls were abandoned, and the average call wait time reached 233 seconds during the 4:00 pm hour (compared with the target maximum wait time of 20 seconds).

MC311 Spotlight: Housing Complaints

During the past twelve months (from October 2013 through September 2014), residents made a total of 5,640 housing complaints via MC311, which represents a 30% increase from the previous twelve month period, when 4,311 similar complaints were made. The following table shows the trend in the number of monthly housing complaints for the past two years. In July of this year, the Service Level Agreement for housing complaints, which is the standard for the length of time it should take to close requests, was increased from 30 days to 60 days. During FY14, it took an average of 36 days to close housing complaint requests.

Monthly Housing Complaints Made Via MC311, October 2012 - September 2014



The MC311 Data Summary

November 4, 2014

Data from 10/19/2014 – 11/1/2014 (two weeks)

Top 15 Service Requests

Rank	Dept.	Service Request	#	Previous Period	Council District*				
					1	2	3	4	5
1	DEP	Bulk Trash Pick-Up	984	955	285	34	52	274	322
2	DPS	Schedule DPS Inspections	982	981	143	36	34	72	67
3	DEP	Scrap Metal Pick-Up	752	665	214	99	45	189	201
4	DEP	22 Gallon Bin Delivery	578	652	124	148	47	131	120
5	HHS	Holiday Giving Project Referrals 2014	355	291	5	68	45	62	78
6	POL	Reporting a Dead Animal	305	202	48	32	77	73	40
7	HHS	Flu Clinic Appointments 2014	299	114	1	2	4	1	1
8	DHCA	Landlord Tenant Issues	256	220	41	47	14	37	38
9	FIN	Payments on a Property Tax Account	252	330	19	26	24	22	36
10	DPS	Permit, Plan Review or Inspection Status	244	238	57	16	11	38	27
11	DHCA	Housing Complaints	233	231	29	37	12	76	61
12	DEP	22 Gallon Bin Pick-up	225	258	55	59	18	39	49
13	FIN	Discuss Property Tax Bill	205	317	20	14	16	17	13
14	DEP	Unacceptable for Collection	199	303	28		17	62	92
15	DOT	Ride On Complaint - Service	169	153	3	2	8	1	3

Top 15 General Information Requests

Rank	Dept.	Information Request	#	Previous Period
1	DOT	Ride On Real Time Arrival Info.	2933	2988
2	DPS	DPS Building Inspector Contact Info.	492	468
3	DOT	Ride On Trip Planning	476	438
4	PIO	MCG Employee Directory Assistance	348	312
5	FIN	Balance of Property Tax Bill	209	254
6	DEP	How To Recycle/Dispose of Solid Waste	184	168
7	DOT	Leaf Vacuum Program Info.	157	9
8	POL	Police Department Info.	157	163
9	OHR	Employee - Group Insurance Question	152	76
10	--	Non-MCG Directory Assistance	144	178
11	DEP	Transfer Station Questions	132	124
12	DEP	Curbside Recycling Questions	107	131
13	--	State Highway Administration	99	77
14	--	Washington DC 311	99	112
15	HHS	Health Care Reform	95	86

*Location data are not consistently available for all requests

Call Center Performance

Calls and Requests		Abandoned Calls		Call Times	
Total calls received during call center hours	20,164	Abandoned call rate (target: <5%)	3.80%	Average seconds to answer (target: <20)*	24.7
Total requests (inc. phone, web, walk-in)	21,168			Average call duration, seconds (target: <240)	254

*Seconds to answer does not include the time a caller spends listening to the automated MC311 greeting.

MC311 Request Trends 10/19/2014 – 11/1/2014

- Residents made 157 requests for information on the County's leaf vacuum program during this two-week period, compared with 9 similar requests made during the previous period. The County collects leaves in neighborhoods located in the Leaf Collection District during a six to eight week period every year.
- MC311 received 152 questions regarding employee group insurance during this two-week period, compared with 76 similar requests made during the previous period. The open enrollment period for employee group health insurance began on Monday, October 20th. Beginning with the 2014 enrollment period, employees with health insurance questions are required to initially contact MC311; questions that MC311 cannot answer will be sent to OHR.
- During this two-week period, MC311 received 299 requests for flu clinic appointments, which is more than double the number received during the previous period and over four times the number received during the period before that. The County's flu clinics offer flu shots from September to December.

MC311 Spotlight: Tax Refunds

During the past twelve months, MC311 received over 3,500 requests related to tax refunds, consisting primarily of requests regarding how to obtain refunds for overpayment of property tax accounts and requests for the status of a real property tax refund request.* While the majority of tax refund requests were "general information" requests, which can be answered directly by MC311 representatives, 1,260 (36%) requests were categorized as "service requests", meaning that the request was sent to the Department of Finance for resolution. The table below shows the trend in the number of tax refund "service requests" and the percentage of requests that met the Service-Level Agreement (SLA), which is the standard for the length of time it should take to close a MC311 request.

Monthly MC311 Requests Related to Tax Refunds

Month	# of Requests (Total)	# of Service Requests	% of Service Requests Met SLA
November 2013	231	70	79%
December 2013	407	134	55%
January 2014	434	204	67%
February 2014	380	160	82%
March 2014	376	138	91%
April 2014	316	127	94%
May 2014	221	96	98%
June 2014	201	60	93%
July 2014	227	55	100%
August 2014	206	64	97%
September 2014	270	70	94%
October 2014	257	82	100%
Total	3526	1260	84%

*Individuals can request refunds by submitting a form to the Department of Finance, and the process takes approximately 45 days.